

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG4 | EC1 | Built Date | 04/08/2013 | Mileage | 1,478 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | | | |
|---------------------------|---------------------|------------------------|--------------------------|--|--|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE | | |
| Customer Complaint | C1 | CRUISE INOP | | | |
| Created | 05/15/2013 16:55:41 | By | T8577KO | | |
| Updated | 06/17/2013 09:32:27 | By | T4602R0 | | |

CONTACT

| | | | | | |
|--------------------|-----------------|----------------------|--------------|----------------|------------|
| Dealer | 63881 | MEADOWLAND OF CARMEL | Phone | (845) 225-8468 | |
| Address | 1952 ROUTE 6 | | | | |
| City | CARMEL | State | NY | ZIP | 10512 2311 |
| Dealer Zone | 32 | County | PUTNAM | Country | USA |
| Tech | LOUIS CONGIONTI | | | | |
| STAR | T4602R0 | | | | |

CUSTOMER CONCERN

COLLISION WARNING IS INOP. ITS ENABLED SET DISTANCE TO FAR . TRIED IT AND THERE IS NO CHIME WHEN GETTING CLOSE TO ANOTHER VEHICLE .ANOTHER CUSTOMER CONCERN IS THE RADIO REBOOTS AND SCREEN GOES BLANK

Updated: 05/15/2013 16:55:41 By T8577KO

SO YOU ARE SAYING THAT THIS FEATURE ONLY WORKS WITH THE ACC .IF THATS TRUE THEN IT SHOULD BE A LITTLE MORE CLEARLY WRITTEN IN THE OWNERS MANUAL . CUSTOMERS ARE GETTING THE WRONG MESSAGE .

Updated: 05/23/2013 09:18:38 By T3428BR

RESOLUTION

Louis, The radio issue is a separate issue and another ticket will need to be created for it. Compare what you are observing with the ACC and compare it to a like model to determine if it is abnormal. If it is abnormal, I would perform the vertical alignment of the ACC sensor per the service information. Kyle O.

Updated: 05/15/2013 16:55:41 By T8577KO

Louis, Send me a picture of the card that is in the vehicle explaining operation as well as a video of what is is doing via text to 231.233.3457. The tech states that another vehicle is doing the same thing VIN#EC181332 with collision warning inop.I advised him that once I get the video via text or email BR413@chrysler.com I will give you a call back with further direction. Thanks, Brett

Updated: 05/16/2013 10:10:27 By T3428BR

Note to Tech: Your vehicle is equip with Uconnect 8.4AN and you should be able to go under the Safety and Driving Assistance soft key for more options to ensure that ACC and FCW is activated. I would also make sure that the vehicle is out of ship mode. The vehicles speed has to be 37MPH or higher with the drivers hands on the steering wheel as well as the FFC has to clearly detect the road lines to enable the system. The system will disable if the seat belt is unbuckled while driving 10mph or greater and also if steering wheel continues to recieve no torque input from the driver. Make sure that all these are being met and resubmit with the information requested. Thanks, brett

Updated: 05/16/2013 11:05:31 By T3428BR

Star called the dealer and spoke with the tech. He advised me that the customers concern is FCW will not activate without ACC active. I advised him that I would clarify operation in cruise and ACC and give him a call back shortly. Thanks, Brett

Updated: 05/16/2013 14:40:23 By T3428BR

Louis, I spoke with several people on this vehicle on the product support side (SAM18 and SAM143) and both stated that this is normal operation of a MY14 WK vehicles. Thanks, Brett

Updated: 05/20/2013 09:14:08 By T3428BR

Send me a clear picture of what the owners manual says. FTS is telling me that it is normal but if the owners manual is telling you something different I need to know what it says so I can get that clarified. Send pics to BR413@chrysler.com or text them to the same number you sent the video.

Updated: 05/23/2013 09:18:38 By T3428BR

Louis, I got your picture of the document that you are looking at and it isn't specifying that it will or will not work. I agree that it should give a bit more information on the conditions that it will work. At this time if no other issues noted I would suggest that you release the vehicle as this is normal according to FTS, MC, engineering. Thanks, Brett - picture attached to case-

Updated: 05/24/2013 13:35:07 By T3428BR

Concern considered normal operation by FTS, MC, And engineering. Closing case

Updated: 06/17/2013 09:32:27 By T4602R0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-----|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECG4 | EC [REDACTED] | Built Date | 04/23/2013 | Mileage | 292 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/16/2013 11:28:09 | By | T2308TB |
| Updated | 07/28/2013 00:27:25 | By | SYSCAW |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| C0031 | Left Front Wheel Speed Sensor (Subfault) | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | |
|--------------------|---------------|----------------|--|
| Dealer | | Phone | |
| Address | | | |
| City | State | ZIP | |
| Dealer Zone | County | Country | |
| Tech | | | |
| STAR | T2308TB | | |

CUSTOMER CONCERN

the abs lights and esc coming on
Updated: 05/16/2013 11:28:09 By T2308TB

we swapped an abs sensor from another vehicle, but if its the hub bearing why would the sensor read properly through the abs, on the adaptive cruise sometimes it does not read at all and sometimes it reads 318.6mph
Updated: 05/16/2013 13:44:46 By T2308TB

okay, after swapping the hub still showing 318.6 on left side, i need to replace abs module, is that what you are saying
Updated: 05/16/2013 16:00:24 By T2308TB

okay, replaced abs module and initialized new module did the drive procedure and after completed the initialization, the same codes came back and still showing left wheel speed 318.6 in the adaptive cruise module
Updated: 05/24/2013 16:28:41 By T2308TB

we replaced the acc module/sensor assembly and we are trying to do the alignment procedure and the witech keeps saying negative response x22
Updated: 06/10/2013 08:21:49 By T2308TB

we replaced the acc module/sensor assembly and we are trying to do the alignment procedure and the witech keeps saying negative response x22
Updated: 06/10/2013 08:21:49 By T2308TB

RESOLUTION

| |
|--|
| |
|--|

For this Check CHECK LEFT FRONT WHEEL SPEED SENSOR FOR LOOSENESS and INSPECT CIRCUITS/CONNECTOR/TERMINALS FOR DAMAGE For the concern you can swap hubs side to side to see if code sets for RF as this hub is placed on RF. Then at that point replace the hub.

Updated: 05/16/2013 11:28:09 By T2308TB

After swapping hubs you will see if the 318.6 travels with hub (hub concern) or stays same ABS module corrupt message sent. Module replacement.

Updated: 05/16/2013 13:44:46 By T2308TB

Yes replace the ABS module and retest. TimB.

Updated: 05/16/2013 16:00:24 By T2308TB

Called dealer. Currently the left wheel speed reads 318.6 in the adaptive cruise module. In the ABS module it reads normal. the Adaptive cruise reads 318.6. Customer bought vehicle and came back with condition. There are no codes for WSS at this time. Advised to replace the Adaptive Cruise Module and retest. TimB.

Updated: 05/24/2013 16:28:41 By T2308TB

Ensure the WiTech is up to date. Perform a WiTech restart power dome reset the server. Look to see if there are still codes setting? Call WiTech at 888-Witech-1 to see if this is a software concern. TimB.

Updated: 06/10/2013 08:21:49 By T2308TB

hub bearing

Updated: 07/28/2013 00:27:25 By SYSCAW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|-----|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX | EC1 | Built Date | 04/19/2013 | Mileage | 783 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 06/05/2013 10:25:10 | By | T4141JA |
| Updated | 06/14/2013 16:05:03 | By | T9125GV |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| P1C4E | ABS DTC Present | T3076SB | 04/14/2013 01:25:00 |
| U1418 | Implausible Right Wheel Distance Signal Received | T3076SB | 04/14/2013 01:25:00 |
| U0416 | IMPLAUSIBLE DATA RECEIVED FROM ESP | T1870AT | 04/14/2013 01:25:46 |
| U1412 | IMPLAUSIBLE VEHICLE SPEED SIGNAL RECEIVED | T4754AC | 04/14/2013 01:25:46 |
| U1417 | Implausible Left Wheel Distance Signal Received | DTODAW | 04/14/2013 01:25:46 |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------|--------------|----------------|------------|
| Dealer | 25002 | CARBONE DODGE CITY | Phone | (315) 736-3371 | |
| Address | 5017 COMMERCIAL DR | | | | |
| City | YORKVILLE | State | NY | ZIP | 13495 1105 |
| Dealer Zone | 32 | County | ONEIDA | Country | USA |
| Tech | TOM KLOPFANSTEIN | | | | |
| STAR | T9125GV | | | | |


CUSTOMER CONCERN

| |
|---|
| <p>CUSTOMER STATES THAT MIL IS ACTIVE AND ALL DASH LIGHTS COME ON</p> <p><i>Updated: 06/05/2013 10:25:10 By T4141JA</i></p> <p>I CHECKED ALL THE GROUNDS AND THE CONNECTORS YOU LISTED. I DID NOT FIND ANY ISSUES.WE DROVE THE VEHICLE 50 MILES WITHOUT A PROBLEM THE CUSTOMER TOOK THE VEHICLE AND CAME RIGHT BACK. THREE PAGES OF CODES. WE NEED TO GET RESOLVED TODAY CUSTOMER IS VERY UPSET</p> <p><i>Updated: 06/11/2013 09:07:42 By T4141JA</i></p> <p>WHAT IS A SCAN REPORT?</p> <p><i>Updated: 06/11/2013 14:12:18 By T4141JA</i></p> <p>CODES: P2068,P1DCS-00,U0100-00,U0121-00,U0103-00,U0212-00,U0140-00,P1DDE-00,C0049-7B,B210A-84,B21DD-84,B21DD-84,B21DD-84,B21DD-16,B259F-11,B2143-11,P2065-15,C1006-13,B2199-16,C2227-00,C212A-84,B21DD-16,B210A-84,</p> <p><i>Updated: 06/11/2013 14:12:18 By T4141JA</i></p> <p>CODES: P2068,P1DCS-00,U0100-00,U0121-00,U0103-00,U0212-00,U0140-00,P1DDE-00,C0049-7B,B210A-84,B21DD-84,B21DD-84,B21DD-84,B21DD-16,B259F-11,B2143-11,P2065-15,C1006-13,B2199-16,C2227-00,C212A-84,B21DD-16,B210A-84, THIS IS A LIST OF CODES ACTIVE IN SYSTEM.</p> <p><i>Updated: 06/11/2013 14:12:18 By T4141JA</i></p> |
|---|

HEAT/AC WENT INOP, NO PARK ASSIST,FCW INOP, AND MIL CAME ON

Updated: 06/11/2013 14:12:18 By T4141JA

RESOLUTION

Tom, check all underhood grounds, look at star case  pictured in this case next to grounds is a large connector, inspect the inside of this connector for damaged terminals or grease. Check connectors at BCM and in right kick panel area for any signs of damage or grease in connectors. Update with any findings, Jon A.

Updated: 06/05/2013 10:25:10 By T4141JA

Tom, send a scan report for this vehicle. Let me know when you send it. Thanks, Jon A.

Updated: 06/11/2013 09:07:42 By T4141JA

Called Tom about returned vehicle with multiple DTC's. Technician drove 50 miles with no issue, delivered vehicle to customer came right back with multiple DTC's, customer upset. Told Tom I will escalate case for review. Jon A.

Updated: 06/11/2013 14:12:18 By T4141JA

Hi Tom, please send a scan report. Please let me know when you send it. Thanks, Chris

Updated: 06/12/2013 10:39:17 By T0574CK

6/13 Inspected for concern. Checked grounds and intermediate connectors, all ok. All original codes are gone. New codes include low battery voltage in many modules. IT appears that key may have been left on and battery ran down. Charged battery, checked charging system, and performed IOD test. No issues with battery. Spoke with Tin Corsich and discussed ABS issue. Possible update to ABS controller coming. Production change entered 5/13.

Updated: 06/14/2013 16:05:03 By T9125GV

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-----|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG6 | EC1 [REDACTED] | Built Date | 05/10/2013 | Mileage | 271 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ABS | ABS/ESP LIGHT ON | |
| Created | 06/05/2013 11:25:50 | By | T2308TB |
| Updated | 07/28/2013 00:28:25 | By | SYSCAW |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|---|---------|---------------------|
| B1882-92 | Liftgate Position Sensor-Performance or Incorrect Operation | T3076SB | 04/14/2013 01:25:00 |
| C1562-98 | Ride Height Air Pump Control-Component or System Over Temperature | T3076SB | 04/14/2013 01:25:00 |
| P1C4E | ABS DTC Present | T3076SB | 04/14/2013 01:25:00 |
| U0121-00 | Lost Communication With Anti-Lock Brake Module - | T3076SB | 04/14/2013 01:25:00 |
| U0182-00 | Lost Communication With Adaptive Front Lighting Control Module- | T3076SB | 04/14/2013 01:25:00 |
| U0415-00 | Implausible Data Received from ABS - | T3076SB | 04/14/2013 01:25:00 |
| U0418-00 | Implausible Data Received From Brake System Control Module- | T3076SB | 04/14/2013 01:25:00 |
| U0422-00 | Implausible Data Received From Body Control Module - | T3076SB | 04/14/2013 01:25:00 |
| U1110-00 | Lost Vehicle Speed Message- | T3076SB | 04/14/2013 01:25:00 |
| U1412-00 | Implausible Vehicle Speed Signal Received- | T3076SB | 04/14/2013 01:25:00 |
| U1418 | Implausible Right Wheel Distance Signal Received | T3076SB | 04/14/2013 01:25:00 |
| U0416 | IMPLAUSIBLE DATA RECEIVED FROM ESP | T1870AT | 04/14/2013 01:25:46 |
| U1412 | IMPLAUSIBLE VEHICLE SPEED SIGNAL RECEIVED | T4754AC | 04/14/2013 01:25:46 |
| U1417 | Implausible Left Wheel Distance Signal Received | DTODAW | 04/14/2013 01:25:46 |

CONTACT

| | | | |
|--------------------|----------------------|----------------|----------------------|
| Dealer | <input type="text"/> | Phone | <input type="text"/> |
| Address | <input type="text"/> | | |
| City | State | ZIP | <input type="text"/> |
| Dealer Zone | County | Country | <input type="text"/> |
| Tech | <input type="text"/> | | |
| STAR | T2308TB | | |

CUSTOMER CONCERN

Customer stated that while driving vehicle, it felt as if the brakes were being applied with foot off of the brake pedal. Test drive found no problems. Vehicle had 19 stored codes in system. U1417, U1418, U1412, U0416,P1C4E, U1412-00, U0182-00, U0415-00, U1110-00, U0418-00, U0422-00, B1882-92, C1562-98, U0121-00, U0418-00. With u0415-00 being repeated 4 times in ASCM, ACC, & EPS
Updated: 06/05/2013 11:25:50 By T2308TB

RESOLUTION

Jamie I have the codes added to case clear codes retest to see if any return. If not we will need to duplicate the concern for further diagnostics. TimB.

Updated: 06/05/2013 11:25:50 By T2308TB

Replaced ABS Module

Updated: 07/28/2013 00:28:25 By SYSCAW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-----|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT5 | EO [REDACTED] | Built Date | 03/28/2013 | Mileage | 764 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 06/07/2013 09:59:27 | By | T3428BR |
| Updated | 07/14/2013 00:29:40 | By | SYSCAW |

CONTACT

| | | | |
|--------------------|---------------|----------------|--|
| Dealer | | Phone | |
| Address | | | |
| City | State | ZIP | |
| Dealer Zone | County | Country | |
| Tech | | | |
| STAR | T3428BR | | |

CUSTOMER CONCERN

after driving the message appears for "wipe front radar sensor" the override button in the bottom of the center stack is lit. when pushed it blinks and then stays lit.
Updated: 06/07/2013 09:59:27 By T3428BR

RESOLUTION

Rondald, Did you have any codes for this vehicle what so ever? Usually I have a code that results in adaptive cruise control module being replaced. I would suggest that you first do the adjustment and clean the sensor and retest for the concern. Thanks, Brett
Updated: 06/07/2013 09:59:27 By T3428BR
the front sensor was loose in it's mount. impact damage.
Updated: 07/14/2013 00:29:40 By SYSCAW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|----|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG6 | EC2 | Built Date | 06/02/2013 | Mileage | 26 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 06/17/2013 11:47:06 | By | T1072J1 |
| Updated | 07/28/2013 00:26:16 | By | SYSCAW |

CONTACT

| | | | |
|--------------------|---------------|----------------|--|
| Dealer | | Phone | |
| Address | | | |
| City | State | ZIP | |
| Dealer Zone | County | Country | |
| Tech | | | |
| STAR | T1072J1 | | |

CUSTOMER CONCERN

| |
|---|
| <p>ADAPTIVE CRUISE CONTROL INOP <i>Updated: 06/17/2013 11:47:06 By T1072J1</i></p> <p>EVERTHING LOOKS OF BUT I NEED TO CORRECT MYSELF THE ADAPTIVE CRUISE WORKS FINE THE ONLY PROBLEM I SEE IS WHEN YOU START UP AND YOU ARE ON THE ADAPTIVE MENU ON THE CLUSTER IT STATED LIMITED FUNCTIONALITY ACC/FCW AND THE ACTIVE CODE IN WITECH U1215 I DONT SEE ANY OTHER ISSUES THE CAR SLOWS DOWN ON ITS OWN WITH ACC ON <i>Updated: 06/17/2013 14:43:23 By T1072J1</i></p> <p>THE ACTIVE CODE IS IN THE ACC TAB ON WITECH <i>Updated: 06/17/2013 14:43:23 By T1072J1</i></p> |
|---|

RESOLUTION

| |
|---|
| <p>Woody, U1215 is the DTC for lost communication with forward facing camera. Check wiring and pins in the connector for the Forward Facing Camera which is part of the rear view Mirror. Jay <i>Updated: 06/17/2013 11:47:06 By T1072J1</i></p> <p>Woody, disconnect both battery cables and perform capacitive discharge by touching them together for thirty seconds. Jay <i>Updated: 06/17/2013 14:43:23 By T1072J1</i></p> <p>TOOK VEH <i>Updated: 07/28/2013 00:26:16 By SYSCAW</i></p> |
|---|

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT7 | EC1 [REDACTED] | Built Date | 02/05/2013 | Mileage | 3,390 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 07/15/2013 17:53:35 | By | T3216MK |
| Updated | 07/28/2013 00:25:43 | By | SYSCAW |

CONTACT

| | | | |
|--------------------|----------------------|----------------|----------------------|
| Dealer | <input type="text"/> | Phone | <input type="text"/> |
| Address | <input type="text"/> | | |
| City | State | ZIP | <input type="text"/> |
| Dealer Zone | County | Country | <input type="text"/> |
| Tech | <input type="text"/> | | |
| STAR | T3216MK | | |

CUSTOMER CONCERN

customer says the vehilce will start braking on it own . acc is not on . no cars in front of him . and that happens the red brake light comes on also.

Updated: 07/15/2013 17:53:35 By T3216MK

RESOLUTION

Mark per the concern. Can you clarify with the customer as to what "red" brake light comes on? We also need to verify that the adaptive cruise is not on. Any modifications on this vehicle, which might cause an electrical interference issue? Let's go down this info: ADAPTIVE CRUISE CONTROL VERIFICATION TEST. Just to verify the operation. Report findings. Mike K.

Updated: 07/15/2013 17:53:35 By T3216MK

customer not understandig acc

Updated: 07/28/2013 00:25:43 By SYSCAW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG9 | EC1 | Built Date | 03/27/2013 | Mileage | 7,446 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 07/29/2013 09:07:29 | By | T3216MK |
| Updated | 09/16/2013 08:38:52 | By | T3216MK |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|---|-----|---------------------|
| U0100-00 | Lost Communication With ECM/PCM - T3076SB | | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|---------------|------------------------------------|--------------|----------------|------------|
| Dealer | 45504 | JOHN ELWAY CHRYSLER JEEP DODGE RAM | Phone | (970) 506-9777 | |
| Address | 2501 35TH AVE | | | | |
| City | GREELEY | State | CO | ZIP | 80634 4122 |
| Dealer Zone | 74 | County | WELD | Country | USA |
| Tech | Alan Holford | | | | |
| STAR | T3216MK | | | | |

CUSTOMER CONCERN

CUSTOMER STATES INTERMITTENTLY FORWARD COLLISION WARNING SYSTEM WILL SOUND ALERT AND APPLY BRAKES WHEN NO OBSTACLE IS PRESENT IN FRONT OF VEHICLE.

Updated: 07/29/2013 09:07:29 By T3216MK

FFCM DTC IS U0100-00; ENVIRONMENTAL DATA SHOWS FREQUENCY COUNTER AT 1 AND 53 KEY CYCLES; DTC OCCURRED AT 6850 MILES. INSPECTION OF FRONT FASCIA / BUMPER COVER DOESN'T SHOW ANY MARKS FROM IMPACT OR COLLISION. I HAVE DRIVEN VEHICLE AND VERIFIED OPERATION OF ADAPTIVE CRUISE CONTROL AND ABILITY TO MAINTAIN FOLLOWING DISTANCE. WILL HAVE TO GET SPECIFIC WEATHER CONDITIONS FROM CUSTOMER AND GET BACK TO YOU WITH THAT INFO.

Updated: 07/30/2013 14:06:07 By T3216MK

RESOLUTION

Alan per the concern. I don't see anywhere where you list the code in the FCW. What might the code be? The other thought is the location of the camera. Being that low I could see if getting knocked out of alignment and getting dirty. Have you driven this vehicle in verified weather conditions, to see how this might affect the operation? I found no TSBs, star on line cases or related cases. Let me know the code and I can research it that way. Mike K.

Updated: 07/29/2013 09:07:29 By T3216MK

Alan thanks for both pieces of info. I researched the code and found no like cases. I also found no TSBs or star on line cases for the code. Let me know if you find out any further info related to the weather conditions. Mike

Updated: 07/30/2013 14:06:07 By T3216MK

FURTHER CONTACT WITH CUSTOMER REVEALED THAT CUSTOMER HAD SEEN "WIPE SENSOR" MESSAGE AND IGNORED / NOT UNDERSTOOD ITS RELATION TO FCW / ACC OPERATION. VEHICLE OPERATES NORMALLY AFTER CLEANING SENSOR LENS.

Updated: 09/16/2013 08:38:52 By T3216MK

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-----|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG8 | EC2 [REDACTED] | Built Date | 07/10/2013 | Mileage | 404 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | ML | MIL ON | |
| Created | 07/30/2013 15:03:47 | By | T8577KO |
| Updated | 08/27/2013 17:10:10 | By | T8577KO |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| P0585 | Speed Control Switch 1 / 2 Correlation | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|------------------------|----------------------|--------------|----------------|------------|
| Dealer | 63238 | DELZELL BROTHERS INC | Phone | (319) 868-7564 | |
| Address | 13409 STATE HIGHWAY 78 | | | | |
| City | WAPELLO | State | IA | ZIP | 52653 1548 |
| Dealer Zone | 51 | County | LOUISA | Country | USA |
| Tech | Kyle Ealy | | | | |
| STAR | T8577KO | | | | |

CUSTOMER CONCERN

CUSTOMER STATES ADAPTIVE CRUISE CONTROL IS INTERMITTENTLY INOP AND WILL DISPLAY CLEAN SENSOR. WHEN SENSOR IS CLEAN.

Updated: 07/30/2013 15:03:47 By T8577KO

RESOLUTION

Kyle, Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Kyle O.

Updated: 07/30/2013 15:03:47 By T8577KO

sensor needed calibration.

Updated: 08/27/2013 17:10:10 By T8577KO

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG6 | EC1 | Built Date | 02/15/2013 | Mileage | 7,678 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 07/31/2013 11:31:37 | By | T8577KO |
| Updated | 08/08/2013 13:11:27 | By | T8577KO |

CONTACT

| | | | | | |
|--------------------|------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 60175 | ST CLAIR CHRYSLER JEEP DODGE RAM | Phone | (810) 329-2100 | |
| Address | 1250 S CARNEY DR | | | | |
| City | SAINT CLAIR | State | MI | ZIP | 48079 5224 |
| Dealer Zone | 42 | County | ST CLAIR | Country | USA |
| Tech | Thomas Barbe | | | | |
| STAR | T8577KO | | | | |

CUSTOMER CONCERN

customer states that acc/fcw unavailable, wipe front radar sensor appears on cluster. has no codes, also " BRAKE" light comes on.

Updated: 07/31/2013 11:31:37 By T8577KO

I checked for damage, there was none visable, cleaned lens and got the alignment tool from another dealer and checked level. it was off alot. leveled and road tested with no issues. thanks

Updated: 08/01/2013 15:13:11 By T8577KO

RESOLUTION

Thomas, Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Kyle O.

Updated: 07/31/2013 11:31:37 By T8577KO

Thomas, Excellent, please close the case out on your end. Kyle O.

Updated: 08/01/2013 15:13:11 By T8577KO

alignment of the lense.

Updated: 08/08/2013 13:11:27 By T8577KO

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT9 | EC1 [REDACTED] | Built Date | 03/11/2013 | Mileage | 2,831 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | WQ | GRABS | |
| Created | 08/07/2013 19:39:14 | By | T9381MN |
| Updated | 09/08/2013 00:25:18 | By | SYSCAW |

CONTACT

| | | | |
|--------------------|---------------|----------------|--|
| Dealer | | Phone | |
| Address | | | |
| City | State | ZIP | |
| Dealer Zone | County | Country | |
| Tech | | | |
| STAR | T9381MN | | |

CUSTOMER CONCERN

after making a left hand turn, straightened out hit 30mph and brakes applied on their own bring the vehicle to a slow roll, also the uconnect was trying to pair a phone right as it happened.
Updated: 08/07/2013 19:39:14 By T9381MN

RESOLUTION

Christopher, I am not aware of any known issues related to the customers complaint, I want you to duplicate the condition before performing any repairs or diagnostics. Thank you, Martin
Updated: 08/07/2013 19:39:14 By T9381MN
could never duplicate concern.
Updated: 09/08/2013 00:25:18 By SYSCAW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT7 | EO [REDACTED] | Built Date | 03/05/2013 | Mileage | 2,855 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | PP | POOR PERFORMANCE | |
| Created | 08/14/2013 13:08:05 | By | T8577KO |
| Updated | 09/10/2013 10:39:32 | By | T8577KO |

CONTACT

| | | | | | |
|--------------------|---------------|-----------------------|--------------|----------------|------------|
| Dealer | 68465 | MOBERLY MOTOR COMPANY | Phone | (660) 263-6000 | |
| Address | 1520 N MORLEY | | | | |
| City | MOBERLY | State | MO | ZIP | 65270 3633 |
| Dealer Zone | 51 | County | RANDOLPH | Country | USA |
| Tech | Warren Sharp | | | | |
| STAR | T8577KO | | | | |

CUSTOMER CONCERN

message in cluster acc/fcw unavailable wipe sensor
Updated: 08/14/2013 13:08:05 By T8577KO

RESOLUTION

Warren, Determine whether the vehicle was ever involved in a collision. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Kyle O.

Updated: 08/14/2013 13:08:05 By T8577KO

leveled sensor and calibrated it

Updated: 09/10/2013 10:39:32 By T8577KO

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT7 | EC [REDACTED] | Built Date | 02/27/2013 | Mileage | 1 ,757 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 08/30/2013 10:24:22 | By | T3428BR |
| Updated | 10/24/2013 16:32:28 | By | T3849SM |

CONTACT

| | | | | | |
|--------------------|------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 54194 | TATE DODGE CHRYSLER JEEP, INC | Phone | (410) 766-2560 | |
| Address | 7429 RITCHIE HWY | | | | |
| City | GLEN BURNIE | State | MD | ZIP | 21061 3101 |
| Dealer Zone | 35 | County | ANNE ARUNDEL | Country | USA |
| Tech | Wes Hilliard | | | | |
| STAR | T3849SM | | | | |

CUSTOMER CONCERN

FALSE WARNINGGS AND TOLD TO CLEAN LENS WHEN IS CLEAN
Updated: 08/30/2013 10:24:22 By T3428BR

RESOLUTION

Wes, is the warning on now and is ACC functional? Try to reproduce the customers concern when it happens see what is functional and isn't. Make sure that the vehicle isn't modified for tow-bars, accessories or things that might obstruct the lens. We tend to see cases with cruise inop and C125E codes stored but you have none so we need to reproduce the customers concern at this point. Thanks, brett

Updated: 08/30/2013 10:24:22 By T3428BR

FLASH REPROGRAM POWERTRAIN CONTROL MODULE SOFTWARE UPDATE IN PROGRESS

Updated: 10/24/2013 16:32:28 By T3849SM

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT7 | EO [REDACTED] | Built Date | 07/10/2013 | Mileage | 2,330 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 09/12/2013 13:23:17 | By | T7002ES |
| Updated | 12/03/2013 12:15:59 | By | T3849SM |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|---|---------|---------------------|
| U0104 | Lost Communication With Cruise Control Module | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|----------------|--------------------------|--------------|----------------|-------|
| Dealer | 23354 | TOM WHITESIDE AUTO SALES | Phone | (740) 869-2296 | |
| Address | 15921 US 62 | | | | |
| City | MT STERLING | State | OH | ZIP | 43143 |
| Dealer Zone | 42 | County | MADISON | Country | USA |
| Tech | Bradley Landis | | | | |
| STAR | T3849SM | | | | |

CUSTOMER CONCERN

add/fwd warnings code, cruise won't work, that aside, can not locate c9 can star connector, location view is very vague, only one view, no verbal description of location. can you tell me where it is?

Updated: 09/12/2013 13:23:17 By T7002ES

should have read acc/fcw warning, typing pad

Updated: 09/12/2013 13:23:17 By T7002ES

Witec wiring walked thru location, we have an acc cruise that does not work, went thru the tree for code u0104, final solution was to replace combination speed sensor, cruise module. Did that this morning did not fix the problem or change any of the conditions. There is no "loss of communication with acc sensor" procedure. We need help 3 days down now.

Updated: 09/12/2013 13:23:17 By T7002ES

voltage tested fine and we sent volt configuration to eric

Updated: 09/13/2013 08:51:10 By T2308TB

RESOLUTION

Spoke with technician in regards to the concern. Advised to check CAN C voltages at the ACC module. Advised possible star connector. If CAN C voltages are correct obtain vehicle scan and configuration reports.

Updated: 09/12/2013 13:23:17 By T7002ES

Bradley per the concern. What are the results of the previous suggestions from earlier today? Mike K

Updated: 09/12/2013 16:05:11 By T3216MK

Reviewed case information. Can bus voltage look good. Module was replaced advised it only needs power ground and bus. Currently looking at the Configuration report the PCM shows lack of set funtions. Called tech back to have another

report sent and he reports he found the problem. Tech had used a DVOM to measure the power to the ACC module. The voltage was only 5 volt. Tech applied a fused 12 volt to the module and is on the bus. Tech will repair and report where the problem in the power supply was. Thanks TimB.

Updated: 09/13/2013 08:51:10 By T2308TB

Brad, if any further assistance is needed feel free to resubmit back to the case.

Updated: 09/13/2013 09:13:29 By T7002ES

.

Updated: 09/13/2013 09:19:07 By T7002ES

.

Updated: 10/04/2013 15:34:32 By T7002ES

.

Updated: 10/04/2013 15:49:23 By T7002ES

.

Updated: 10/07/2013 13:39:48 By T7002ES

.

Updated: 10/07/2013 16:40:00 By T7002ES

repaired f948 ign/run feed wire at inline headlamp2/frontend module connector. (bad connection)resulting in only 5.78 volts

Updated: 10/20/2013 00:28:31 By SYSCAW

found intermittent 12 volt feed to acc module at right front connector

Updated: 12/03/2013 12:15:59 By T3849SM

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT8 | EC [REDACTED] | Built Date | 03/20/2013 | Mileage | 3,598 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 09/20/2013 17:42:43 | By | T8577KO |
| Updated | 09/26/2013 10:02:41 | By | T8577KO |

CONTACT

| | | | | | |
|--------------------|-------------------|---------------------------|--------------|----------------|------------|
| Dealer | 60026 | BAKERSFIELD CHRYSLER JEEP | Phone | (661) 832-3000 | |
| Address | 3101 CATTLE DRIVE | | | | |
| City | BAKERSFIELD | State | CA | ZIP | 93313 2604 |
| Dealer Zone | 71 | County | KERN | Country | USA |
| Tech | Randy Goodison | | | | |
| STAR | T8577KO | | | | |

CUSTOMER CONCERN

Customer states the radar is not working and will not stay in adaptive cruise control display says "brake, brake" or clean radar sensor

Updated: 09/20/2013 17:42:43 By T8577KO

RESOLUTION

Randy, Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Make sure when performing the On-road calibration that there is almost zero traffic. Performing the procedure on a rural road may be required. Kyle O.

Updated: 09/20/2013 17:42:43 By T8577KO

performed recall procedure so far so good no problems experienced on road test and nothing to report from customer.

Updated: 09/26/2013 10:02:41 By T8577KO

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG3 | EC [REDACTED] | Built Date | 02/18/2013 | Mileage | 4,473 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 09/24/2013 16:36:27 | By | T4756RH |
| Updated | 10/15/2013 09:46:31 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|-----------------------|---------------------------|--------------|----------------|------------|
| Dealer | 43664 | KINGS DODGE CHRYSLER JEEP | Phone | (513) 683-3000 | |
| Address | 4486 KINGSWATER DRIVE | | | | |
| City | CINCINNATI | State | OH | ZIP | 45249 8268 |
| Dealer Zone | 42 | County | HAMILTON | Country | USA |
| Tech | Glenn Campbell | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

forward collision warning not working properly. fcw only works with cruise control on and when overriding set speed. warning comes on when way to close, 1 car length. no collision braking, only warning and brake jerk. fcw will not work at all with cruise off. auto cruise works good. checked braking is turned on and set to far distance. no codes present

Updated: 09/24/2013 16:36:27 By T4756RH

RESOLUTION

Glenn, Make sure all the modules are up to date, Compare operation with a like model first to verify abnormal system operation. With 4400 miles did this just happen or has it always been like this? Did this problem start after another repair? Any signs of collision repairs? Try a battery disconnect and see if resetting the modules will change anything. Thanks, Rich H.

Updated: 09/24/2013 16:36:27 By T4756RH

compared to another vehicle. decided no repair.

Updated: 10/15/2013 09:46:31 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG0 | EC [REDACTED] | Built Date | 03/08/2013 | Mileage | 7,552 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 10/02/2013 15:29:52 | By | T1806WJ |
| Updated | 11/04/2013 17:55:59 | By | T1806WJ |

CONTACT

| | | | | | |
|--------------------|---------------------------|---------------------------|--------------|----------------|------------|
| Dealer | 60443 | LEITH MCBRAYER AUTOMOTIVE | Phone | (910) 944-7115 | |
| Address | 11049 N US HIGHWAY 15 501 | | | | |
| City | ABERDEEN | State | NC | ZIP | 28315 2360 |
| Dealer Zone | 66 | County | MOORE | Country | USA |
| Tech | JEREMY KENNEDY | | | | |
| STAR | T1806WJ | | | | |

CUSTOMER CONCERN

has numerous electrical problems
Updated: 10/02/2013 15:29:52 By T1806WJ

well i cleaned up that ground checked all the connections listed above and related wiring, and still having the same issues with no codes, also updated the radio to the newest software of 13.8 that just was released, and still having radio trouble, mostly with the voice recognition system wich has been an issue from the day it was sold, cannot seem to dial the name that you ask it to dial, and the phone is one, that is fully compatible, so im thinking they i may need to try another radio and maybe a cluster as well?
Updated: 10/11/2013 16:49:30 By T1806WJ

RESOLUTION

Called jeremy and he stated that the radio screen will go blank/locks up/freezes. Looks like radio has been replaced 2 times previously. Jeremy also states that the front collision monitoring system will on occasion flash and warn the driver that he must apply brakes when nothing is near vehicle and vehicle is on open road. Warning lights for SRS, forward collision monitoring, ACC and air suspension will come on cluster and go off. The cluster will display a vehicle on the EVIC and will randomly start flashing and scrolling so fast that you can not read or see the words-this happens when vehicle is sitting still or driving. I told Jeremy that I would research the concerns more and call him back. Jeremy also stated that there were no codes stored in any modules. Walter
Updated: 10/02/2013 15:29:52 By T1806WJ

Hi Jeremy, We have some other cases of FCW system warning driver's to apply brakes due to a dirty radar lens or out of calibrated camera so you might want to check those components. Also please look at SOL S [REDACTED]. Not so much for the symptoms but please inspect that connector to confirm that it is connected securly and that all pin fitment is good. Clean and tighten ground G903A (even if it looks good) and connector in front of grounds for connection issues and pin fitment. Check ABS module connection and wiring around module for issues. Last, we have had some cases of clusters causing issues with gauges dropping out, none with your concerns but do not rule out a faulty cluster or the connections, powers and grounds to the cluster. I hope this helps and please update the case with your findings. Walter
Updated: 10/02/2013 16:51:06 By T1806WJ

I am good with a radio and cluster replacement at this point. Please keep me updated with the status. Walter

Updated: 10/11/2013 16:49:30 By T1806WJ

Tech requested case closure. intermident, unable to properly diagnose, no dtcs

Updated: 11/04/2013 17:55:59 By T1806WJ

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT6 | EO [REDACTED] | Built Date | 08/16/2013 | Mileage | 1,095 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | B6 | EXCESSIVE EFFORT | |
| Created | 10/04/2013 21:08:37 | By | T3498BM |
| Updated | 10/20/2013 00:25:42 | By | SYSCAW |

CONTACT

| | | | |
|--------------------|----------------------|----------------|----------------------|
| Dealer | <input type="text"/> | Phone | <input type="text"/> |
| Address | <input type="text"/> | | |
| City | State | ZIP | <input type="text"/> |
| Dealer Zone | County | Country | <input type="text"/> |
| Tech | <input type="text"/> | | |
| STAR | T3498BM | | |

CUSTOMER CONCERN

vehicle will brake abruptly with no vehicles in front of them and adaptive cruise was not engaged. it happened twice.
Updated: 10/04/2013 21:08:37 By T3498BM

RESOLUTION

Hi Roy. We have no like cases. Please try and duplicate this or possibly capture a recording on the event looking at brake switch input, speed, wheel speed sensors and adaptive cruise itself - Brian
Updated: 10/04/2013 21:08:37 By T3498BM
could not duplicate concern road tested over 80 miles
Updated: 10/20/2013 00:25:42 By SYSCAW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT9 | EC1 [REDACTED] | Built Date | 03/19/2013 | Mileage | 8,726 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 10/28/2013 16:58:10 | By | T1806WJ |
| Updated | 11/19/2013 15:08:26 | By | T8423BL |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| B1560-13 | Cellular Antenna 1 - Circuit Open | T3076SB | 04/14/2013 01:25:00 |
| U0147 | Lost Communication With Telematics Gateway | T3076SB | 04/14/2013 01:25:00 |
| U0184 | Lost Communication With Radio | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|--------------------|-----------------------------------|--------------|----------------|------------|
| Dealer | 68305 | THREE RIVERS CHRYSLER JEEP DODGE, | Phone | (412) 343-1200 | |
| Address | 2633 W LIBERTY AVE | | | | |
| City | PITTSBURGH | State | PA | ZIP | 15216 3407 |
| Dealer Zone | 35 | County | ALLEGHENY | Country | USA |
| Tech | Sean Cavanaugh | | | | |
| STAR | T8423BL | | | | |

PART INFORMATION

| | | | |
|--------------------|------------|------------------|---|
| Part Number | Z8190240AG | Part Qty. | 1 |
|--------------------|------------|------------------|---|

CUSTOMER CONCERN

1)check message comes up service phone. 2)erratic front colission message. I have sent 3 reports on this vech if you need specific module reports let me know,i was instructed to send reports and wait for reply
Updated: 10/28/2013 16:58:10 By T1806WJ
it will come on randomly driving down the road
Updated: 10/29/2013 09:56:27 By T1806WJ
test results tell me to replace radio for b1560-13 radio was replaced on 8-1-2013
Updated: 10/29/2013 10:35:32 By T1806WJ
mirror and lens clear and clean
Updated: 10/29/2013 10:35:32 By T1806WJ
system is set for near and brake off
Updated: 10/29/2013 10:35:32 By T1806WJ
the code is active with tool hooked up test results say replace radio.is test incorrect
Updated: 10/29/2013 11:44:53 By T1806WJ
am i reading this corectly first you tell me stored code gets radio,then active gets radio?if so which is it?

Updated: 10/29/2013 12:15:31 By T1806WJ

i just spoke to the cust he explained to me that on the mirror the 911 lights up and message on radio displays 911-contact dealed. as for as dash he said that in traffic if someone cuts too close in front of him the brakes are applied and signal goes off,even with brake assist turned off. i printed the techtip and if i'm reading right braking is still active. is the only way to eliminate braking , to turn system off?

Updated: 10/29/2013 13:47:35 By T1806WJ

pn for radio 6819024ag

Updated: 10/29/2013 13:47:35 By T1806WJ

68190240AG

Updated: 10/29/2013 14:28:05 By T8423BL

thank you

Updated: 10/29/2013 14:41:47 By T1806WJ

the cust wants to know what the setting to disable brake assist is for in the safety and driving menu is for as well as i would

Updated: 10/29/2013 16:02:30 By T1806WJ

installed new radio i sent report ,now have 5 active codes the cell phone code is with test antenna attached,when i plug in vech antenna code goes pending and key cycle stored.vech came in today with cell code stored.

Updated: 11/04/2013 10:05:33 By T6000JW

can you send it back over to T1806WJ Walter,please

Updated: 11/04/2013 10:27:35 By T8423BL

b-1560-13 only active code cell antenna 1-ckt open this is trird radio with same code

Updated: 11/04/2013 11:20:04 By T8423BL

9.8 using speial tool 9967-6-1

Updated: 11/04/2013 11:56:17 By T8423BL

same reading w/out tool 9.8

Updated: 11/04/2013 11:56:17 By T8423BL

this problem is intermitent, 2 radios same code. i will look for a known good radio, other than the new one i just took out of the box.

Updated: 11/04/2013 15:30:38 By T8423BL

i found a know presumed good rodio. before i removed it from the vech i ran the same test and came up with the same results,"replace radio".I'm thinking there is something wrong with the test or equipment.

Updated: 11/04/2013 15:59:32 By T8423BL

i replaced the vech antenna,the one i took off had moisture/water/condensation in it.i spoke to cust yesterday 11/18/2013 the problem is gone you should look into the sealing issue.there wasn't enough water to create an issue with intrusion in the headliner.

Updated: 11/19/2013 15:08:26 By T8423BL

RESOLUTION

Hi Sean, Please perform the diagnostic for the B1560-13 active code. What do you mean when you state the FCW is erratic? Please update the case with your findings. Walter

Updated: 10/28/2013 16:58:10 By T1806WJ

Hi Sean, Please look at SOL S [REDACTED] 4. Make sure that nothing is blocking inside mirror camera and make sure that front radar lens is clean and unobstructed. Please update the case with your findings. Walter

Updated: 10/29/2013 09:56:27 By T1806WJ

Hi Sean, Please use 9977-6-CELL and hook up to purple Coax and let me know if the radio code goes stored with that test antenna hooked up. If it does you will need another radio. As far as the FCW what message is coming up on the cluster? Walter

Updated: 10/29/2013 10:35:32 By T1806WJ

Hi Sean, If you used the 9977-6-CELL and it was hooked up to purple Coax and the code was still active then you do need a radio. That radio is on restriction so you will have to call the STAR center and talk to the Audio/NAV group to get that radio released. What message is coming up on the dash for the FCW when it is acting up? Walter

Updated: 10/29/2013 11:44:53 By T1806WJ

Hi Sean, I apoligize for the confusion. If the code stays active with that antenna hooked up then the radio is faulty. If you give me the radio part number then I think I can get it released for you unless you want to call in to STAR and speak with the Audio/NAV group. Walter

Updated: 10/29/2013 12:15:31 By T1806WJ

Hi Sean, It looks like the radio part number is incorrect. Can you recheck it and reply back. Walter

Updated: 10/29/2013 13:47:35 By T1806WJ

Sean, part number Z8190240AG has been released for order . Please have your parts department order it normally through the exchange program. Thanks, Brad.

Updated: 10/29/2013 14:28:05 By T8423BL

Hi Sean, The customer will always get the Brake Jerk even if the Active Braking is disabled in the radio settings. The only way to disable the Brake Jerk would be to turn off the FCW system completely with the button in the switch bank. The 911 issues should be addressed with the new radio. Walter

Updated: 10/29/2013 14:41:47 By T1806WJ

The customer preference setting is to turn off active braking for the FCW. Is the active braking turned off in the customer preference setting? If it is then the customer might still feel a brake jerk and a audible and visual alarm to alert them that the brakes need to be applied. Is the customer feeling more then that? Is the active braking still engaging with the customer preference off? Can we duplicate that concern to confirm that it is not just brake jerk alert? Walter

Updated: 10/29/2013 16:02:30 By T1806WJ

Sean, Please contact parts specifying at 1-800-765-7732 for help. Joe

Updated: 10/30/2013 11:27:36 By T5218JH

Spoke with Sean and he wanted the phone number to Parts Specifier (800) 765-7732 Thanks, Jim W

Updated: 10/30/2013 11:29:46 By T6000JW

radio ordered . customer requested vehicle back

Updated: 11/01/2013 16:30:02 By T6000JW

Sean, The last time I spoke with you was for a request for parts specifying phone number. Jim W

Updated: 11/04/2013 10:05:33 By T6000JW

Sean, my name is Brad and I will be taking your case over for Jim. Please key the vehicle off, remove the key from the vehicle, lock the doors, and let the vehicle sit for 5-10 minutes. Then, key back on and recheck to see if any DTC's remain. Let me know what you find. Thanks, Brad.

Updated: 11/04/2013 10:27:35 By T8423BL

Sean, my name is Brad and I am the Master Consultant of the Audio/Telematics group. Your case was escalated to me by Walter. For this DTC, please disconnect your purple coax cable at the back of the radio. Measure the resistance between the center pin and outer metal ring of the cable itself. We should have between 7k and 13k ohms. If the resistance is above that, this DTC will set. Let me know what you find. Thanks, Brad.

Updated: 11/04/2013 11:20:04 By T8423BL

Sean, if possible, see if you can swap a radio from a known good vehicle into this customers vehicle. The radio is looking for 7k-13k ohms for a normal antenna resistance. Based on your testing, our cable and antenna appear to be good, which would indicate a radio issue. If we go above that, it will set the OPEN code. If we go below, it will set a SHORTED code. To verify if bad radio's have been shipped, see if you can swap a radio for testing. Let me know if this is possible. Thanks, Brad.

Updated: 11/04/2013 11:56:17 By T8423BL

Sean, per your readings of 9.8k Ohms on the antenna, that code should not be settings. With it setting, it tells me the issue is internal to the radio. It is possible of bad replacement parts. I agree, 3 radios with the same code is very very unlikely, but it is still possible. Putting in a known good radio, will be the best way of verifying the radio is, or is not, the cause. Keep me updated. Thanks, Brad.

Updated: 11/04/2013 15:30:38 By T8423BL

Sean, it appears the issue is with your test antenna. We have had a few reports of that test antenna being bad. I have reported the issue to Miller Special tools for investigation. It seems some of their test antennas have the incorrect resistance for the radio. The test is correct, but the tool seems to be bad. For this reason, I would swap the radio, just to verify. If the vehicle that radio is coming out of has no DTC's, then we know the radio itself is good, and will be a good tool for testing. Keep me updated. Thanks, Brad.

Updated: 11/04/2013 15:59:32 By T8423BL

Thanks for the follow up Sean. That is great info. I will forward the info along. Let me know if any other issues come up. Thanks again. -Brad-

Updated: 11/19/2013 15:08:26 By T8423BL

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG5 | EQ [REDACTED] | Built Date | 07/31/2013 | Mileage | 1 063 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|-----------------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | BRR | SERVICE BULLETINS / RECALLS / RRT | |
| Created | 11/06/2013 17:53:13 | By | T8577KO |
| Updated | 02/04/2014 17:55:30 | By | T8577KO |

CONTACT

| | | | | | | |
|--------------------|----------------|----------------------------------|--------------|----------------|------------|--|
| Dealer | 42885 | SECURITY DODGE CHRYSLER JEEP RAM | Phone | (631) 691-9331 | | |
| Address | 345 MERRICK RD | | | | | |
| City | AMITYVILLE | State | NY | ZIP | 11701 3412 | |
| Dealer Zone | 32 | County | SUFFOLK | Country | USA | |
| Tech | Lorrie Brennan | | | | | |
| STAR | T8577KO | | | | | |

CUSTOMER CONCERN

CUSTOMER HAD FRONT END COLLISION WORK DONE, ACC MODULE HAD TO BE PROGRAMED, CUSTOMER STATES SINCE PROGRAMING THE VEHICLE NO LONGER STOPS ON ITS OWN WHEN IN CRUISE MODE. CUSTOMER STATES THE VEHICLE IS EQUIPPED WITH ADAPTIVE CRUISE CONTROL WITH STOP, AND VEHICLE SHOULD STOP ON ITS OWN. VEHICLE NOW CUTS THE CRUISE CONTROL OUT AT 15 MPH AND MUST BE STOPPED BY STEPPING ON THE BRAKE HELP

Updated: 11/06/2013 17:53:13 By T8577KO

RESOLUTION

Lorrie, The minimum Set Speed for the ACC system is 20 mph. Please review pages 190-194 of the owner's manual to verify if the ACC system is operating correctly. Kle O.

Updated: 11/06/2013 17:53:13 By T8577KO

NVAC

Updated: 02/04/2014 17:55:30 By T8577KO

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT4 | EO | Built Date | 01/30/2013 | Mileage | 4,516 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------------|--------------------------|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CH | CRUISE WILL NOT HOLD/SET SPEED | |
| Created | 11/13/2013 13:50:07 | By | T4756RH |
| Updated | 12/08/2013 05:32:58 | By | SYSCAW |

CONTACT

| | | | |
|--------------------|---------------|----------------|--|
| Dealer | | Phone | |
| Address | | | |
| City | State | ZIP | |
| Dealer Zone | County | Country | |
| Tech | | | |
| STAR | T4756RH | | |

CUSTOMER CONCERN

Randomly the adaptive cruise control will brake the vehicle for no reason.
Updated: 11/13/2013 13:50:07 By T4756RH

RESOLUTION

Brian, Make sure all the modules are up to date, see if the concern started after another repair. Check the ACC sensor adjustments, check the sensor for signs of damage, see if there has been any recent collision repairs, make sure no aftermarket accessories or vehicle modifications are possibly causing your problem. No repair attempts are recommended till the concern can be duplicated. Thanks, Rich H.

Updated: 11/13/2013 13:50:07 By T4756RH

Could not verify concern

Updated: 12/08/2013 05:32:59 By SYSCAW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT9 | EC [REDACTED] | Built Date | 07/09/2013 | Mileage | 3,421 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | PP | POOR PERFORMANCE | |
| Created | 11/13/2013 16:54:41 | By | T8577KO |
| Updated | 01/07/2014 16:48:04 | By | T7002ES |

CONTACT

| | | | | | |
|--------------------|----------------------|--------------------|--------------|----------------|------------|
| Dealer | 54012 | SHIVELY MOTORS INC | Phone | (717) 264-7134 | |
| Address | 801 LINCOLN WAY WEST | | | | |
| City | CHAMBERSBURG | State | PA | ZIP | 17202 1907 |
| Dealer Zone | 35 | County | FRANKLIN | Country | USA |
| Tech | John BARBER | | | | |
| STAR | T7002ES | | | | |

CUSTOMER CONCERN

forward collision warning, adaptive cruise control, rain sensor

Updated: 11/13/2013 16:54:41 By T8577KO

been intermittent since new

Updated: 11/13/2013 16:54:41 By T8577KO

vehicle configuration is correct. road tested again, no lights came on but when in cruise & you come up on a vehicle real close the vehicle does not slow down at all or give any warning.

Updated: 11/18/2013 12:53:09 By T8577KO

I have replaced ACC module, did all the alignment procedures, did a FFC module alignment & verified the radio settings were correct but still can't get the ACC & FCW to work when approaching a vehicle with cruise engaged.

Updated: 12/30/2013 15:57:58 By T8577KO

RESOLUTION

John, Compare ACC functionality to a like model. View the vehicle configuration report and make sure the ACC is in the configuration, sales code: LSRP and NH1P. Kyle O.

Updated: 11/13/2013 16:54:41 By T8577KO

John, Make sure the ACC module is on the topology. Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Make sure when performing the On-road calibration that there is almost zero traffic. Performing the procedure on a rural road may be required. Kyle O.

Updated: 11/18/2013 12:53:09 By T8577KO

Vehicle hasn't returned.

Updated: 12/12/2013 17:21:17 By T8577KO

John, Due to the age of this ticket: I am going to escalate the case for further review, no need to resubmit the ticket to myself unless you have a question. The Master Consultant will be contacting you. Kyle O.

Updated: 12/30/2013 15:57:58 By T8577KO

Spoke with technician in regards to the concern. No DTC's present, ACC works as designed. Advised technician if the customer complains of system faults the vehicle will have to be road tested to determine ACC and FCW functionality.

Updated: 01/02/2014 14:10:34 By T7002ES

let customer drive it to understand function of ACC

Updated: 01/07/2014 16:48:04 By T7002ES

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT4 | EC [REDACTED] | Built Date | 01/30/2013 | Mileage | 7,257 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|----------------------------------|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 11/23/2013 17:19:35 | By | T3498BM |
| Updated | 12/23/2013 12:32:03 | By | T9274JC |

CONTACT

| | | | | | |
|--------------------|------------------|----------------------------|--------------|----------------|------------|
| Dealer | 60428 | BETTENHAUSEN CHRYSLER JEEP | Phone | (708) 460-5337 | |
| Address | 15941 S 94TH AVE | | | | |
| City | ORLAND PARK | State | IL | ZIP | 60462 5522 |
| Dealer Zone | 51 | County | COOK | Country | USA |
| Tech | Joel Dykstra | | | | |
| STAR | T9274JC | | | | |

CUSTOMER CONCERN

| |
|---|
| <p>c/s ever since n58 recall performed, has had multiple electrical issues FCW warning/ braking not braking when cut off, auto highbeams not working, DRL not working, regular lights come on at night though.</p> <p><i>Updated: 11/23/2013 17:19:35 By T3498BM</i></p> <p>scan report submitted</p> <p><i>Updated: 11/25/2013 14:13:30 By T4141JA</i></p> <p>CORRECTION, it was the n42 recall that was previously performed, NOT the n58. the n58 has not yet been performed to this veh</p> <p><i>Updated: 11/25/2013 14:13:30 By T4141JA</i></p> <p>configuration report sent, began n58 recall</p> <p><i>Updated: 11/25/2013 16:38:18 By T4141JA</i></p> <p>just finished the n58 recall, going to wait till tomorrow to roadtest due to inclement weather and no remaining daylight</p> <p><i>Updated: 11/26/2013 08:01:41 By T4141JA</i></p> <p>roadtested veh, verified drl concern, pulled in shop and verified auto high beam concern, inspected and found both settings in radio boxes unchecked/ turned off, rechecked/ turned on settings, lighting concerns no longer present. as for the veh automatically slowing down when cut off, roadtested veh, used and verified proper operation of adaptive cruise control, was not cut off, but when coming up on stopped/ slowed traffic, veh slowed down as designed with adaptive cruise turned on</p> <p><i>Updated: 11/26/2013 14:54:20 By T4141JA</i></p> <p>is it ok to release veh to customer? customer is wondering if its ok to pick up.</p> <p><i>Updated: 11/26/2013 16:24:47 By T4141JA</i></p> |
|---|

RESOLUTION

| |
|--|
| <p>Joel there have been some issues regarding this recall. I'll escalate this case for further investigation. We'll get back with you ASAP - Brian</p> |
|--|

Updated: 11/23/2013 17:19:35 By T3498BM

.

Updated: 11/23/2013 17:19:49 By T3498BM

Also Joel, please upload both the configuration and scan reports, thank you - Brian

Updated: 11/23/2013 17:41:24 By T3498BM

Joel, have not received scan or configuration reports. Please send both and update ticket when sent, so I can review them. Thanks, Jon A.

Updated: 11/25/2013 09:38:01 By T4141JA

Joel, received scan report, still need configuration report, after sent lets perform the N58 recall, be sure to follow all instructions to avoid any concerns performing recall. Be sure to check under hood grounds as well. Jon A.

Updated: 11/25/2013 14:13:30 By T4141JA

Joel, thanks for the update, let me know how the recall turns out. Jon A.

Updated: 11/25/2013 16:38:18 By T4141JA

Joel, thanks for the update. Jon A.

Updated: 11/26/2013 08:01:41 By T4141JA

Joel, thanks for the update. Jon A.

Updated: 11/26/2013 14:54:20 By T4141JA

Joel, per your prior response release vehicle to customer. Jon A.

Updated: 11/26/2013 16:24:47 By T4141JA

found settings in radio un-selected, re selected options to turn on

Updated: 12/23/2013 12:32:03 By T9274JC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-----|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJM9 | EC3 [REDACTED] | Built Date | 11/12/2013 | Mileage | 214 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 11/29/2013 14:50:56 | By | T3083CK |
| Updated | 12/16/2013 19:43:55 | By | T1072J1 |

CONTACT

| | | | | | |
|--------------------|--------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 45511 | CALIFORNIA SUPERSTORES VALENCIA | Phone | (661) 259-8770 | |
| Address | 23820 CREEKSIDE RD | | | | |
| City | VALENCIA | State | CA | ZIP | 91355 1719 |
| Dealer Zone | 71 | County | LOS ANGELES | Country | USA |
| Tech | William Waite | | | | |
| STAR | T1072J1 | | | | |

CUSTOMER CONCERN

brakes apply when passing car to the left
Updated: 11/29/2013 14:50:56 By T3083CK

RESOLUTION

Bill called STAR, I suggested that he try a horizontal and vertical alignment of the ACC sensor.
Updated: 11/29/2013 14:50:56 By T3083CK
no problem found
Updated: 12/16/2013 19:43:55 By T1072J1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG6 | EQ [REDACTED] | Built Date | 04/02/2013 | Mileage | 21,228 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | S | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | 6 [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 12/03/2013 17:23:27 | By | T7243KH |
| Updated | 12/17/2013 17:40:36 | By | T2797LF |

CONTACT

| | | | | | |
|--------------------|----------------|---------------------------------|--------------|----------------|------------|
| Dealer | 45436 | HERTRICH CHRYSLER DODGE JEEP OF | Phone | (410) 957-3333 | |
| Address | 1618 OCEAN HWY | | | | |
| City | POCOMOKE CITY | State | MD | ZIP | 21851 3034 |
| Dealer Zone | 35 | County | WORCESTER | Country | USA |
| Tech | Greg Loyd | | | | |
| STAR | T2797LF | | | | |

CUSTOMER CONCERN

| |
|---|
| <p>customer states cruise control inop <i>Updated: 12/03/2013 17:23:27 By T7243KH</i></p> <p>[REDACTED] thanks for the quick response <i>Updated: 12/03/2013 23:19:31 By T7243KH</i></p> <p>tried this procedure 4 times each time while driving and percentage meter starts[the most was 8%]no response appears could not observe an object of interest what do you think? i still feel i have a sensor issue <i>Updated: 12/04/2013 16:06:35 By T7243KH</i></p> <p>the new sensor has been installed,proformed level test with 10243,1.25 movement, active road test, after 40 minutes and 4 failed attempts my road test was sucessful but it said misalignment of sensor start over!!!i reattached 10243 level is perfect wth i've been with chrysler sense 78 and this is some of the worst programming request i have ever seen i have hours in this now back to square 1 help and yes i did i did clear dtc from acc comes back active sensor alignment <i>Updated: 12/05/2013 17:09:21 By T7243KH</i></p> <p>thank you <i>Updated: 12/06/2013 09:51:08 By T7002ES</i></p> <p>sorry i was driving this jeep another 25 miles and 5 attempts of 10%process and than"no response unable to return results from aim mod-auto mode-auto alignment routine please restart please restart,could not answer phone while driving tried to return by caller id was given different #need 4 did code? greg <i>Updated: 12/06/2013 12:22:20 By T7002ES</i></p> <p>i'am here my phone is in my pocket,was changing oil when you called <i>Updated: 12/06/2013 15:36:09 By T7002ES</i></p> <p>the weather here in the mid-atlantic coast has been pretty bad should be out with this and my manager tomorrow <i>Updated: 12/10/2013 14:34:31 By T7002ES</i></p> |
|---|

RESOLUTION

Greg I have a better procedure for doing the sensor alignment and send me your e mail address and I will get it to you thanks

Updated: 12/03/2013 17:23:27 By T7243KH

Greg sent the information to your e mail thanks

Updated: 12/03/2013 23:19:31 By T7243KH

Greg I would try another sensor thanks

Updated: 12/04/2013 16:06:35 By T7243KH

I am going to escalate your case to our Master Consultant due to the length of time and no forward progress and (please hang on to your ticket) until he responds to you and thanks

Updated: 12/05/2013 17:09:21 By T7243KH

Greg, I attempted to contact you to no avail, cell phone went to voice mail. Please resubmit back to the case once you are available to discuss the concern.

Updated: 12/06/2013 09:51:08 By T7002ES

Greg, I attempted to contact you to no avail. Please resubmit back to the case once you are available to discuss the concern.

Updated: 12/06/2013 12:22:20 By T7002ES

Spoke with technician in regards to the concern. Advised to perform the horizontal alignment routine on a road with an abundant amount of objects on the roadside.

Updated: 12/06/2013 15:36:09 By T7002ES

Greg, thanks for the update. Please resubmit back to the case with your findings.

Updated: 12/10/2013 14:34:31 By T7002ES

could not acheive a complete adaptive roadtest to recalibrate system i have driven apox.90 miles

Updated: 12/17/2013 17:40:36 By T2797LF

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-----|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG2 | EC [REDACTED] | Built Date | 04/04/2013 | Mileage | 533 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 12/16/2013 09:52:54 | By | T2308TB |
| Updated | 01/20/2014 15:47:37 | By | T2308TB |

CONTACT

| | | | | | |
|--------------------|--------------------|----------------------------|--------------|----------------|------------|
| Dealer | 23011 | BRIGHAM-GILL MOTORCARS INC | Phone | (508) 655-4200 | |
| Address | 817 WORCESTER ST | | | | |
| City | NATICK | State | MA | ZIP | 01760 2099 |
| Dealer Zone | 32 | County | MIDDLESEX | Country | USA |
| Tech | Christopher Golden | | | | |
| STAR | T2308TB | | | | |

CUSTOMER CONCERN

c/s while driving brakes apply themselves and red brake message and alarm sounds--and cruise not engaged

Updated: 12/16/2013 09:52:54 By T2308TB

c/s driving 40 mph about car and a half distance between vehicle forward collision warning activated message in cluster,brakes applied and alarm sounded second time going 30 mph and no one around vehicle and message and alarm came on customer did not feel brakes applied

Updated: 12/17/2013 15:05:11 By T2308TB

RESOLUTION

The vehicle is equipped with Forward Collosion Detection. Is this what is being felt. There is settings in the EVIC. It operates with the Cruise off as it is a seperate feature from ACC and Forward Collosion. Question under what conditions are brakes applied? And Collosion Detection will tap the brakes to make driver aware of concern. Let me know. TimB.

Updated: 12/16/2013 09:52:54 By T2308TB

Check is vehicle was Ever in accident? And that the grill is OEM? Review Star Case [REDACTED] for operation. Then perform a 08 - Electrical/8E - Electronic Control Modules/MODULE, Adaptive Cruise Control/Standard Procedure STANDARD PROCEDURE - ADAPTIVE SPEED CONTROL SENSOR ALIGNMENT TimB

Updated: 12/17/2013 15:05:11 By T2308TB

released vehicle

Updated: 01/20/2014 15:47:37 By T2308TB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|-----|
| Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFDJX | EC3 [REDACTED] | Built Date | 11/20/2013 | Mileage | 300 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 12/20/2013 09:39:11 | By | T1817KS |
| Updated | 01/31/2014 09:04:35 | By | T8068S0 |

CONTACT

| | | | | | | |
|--------------------|--------------------|---------------------------------|--------------|----------------|------------|--|
| Dealer | 60517 | SAN ANTONIO DODGE CHRYSLER JEEP | Phone | (210) 967-2000 | | |
| Address | 11910 IH35 N | | | | | |
| City | SAN ANTONIO | State | TX | ZIP | 78233 4200 | |
| Dealer Zone | 63 | County | BEXAR | Country | USA | |
| Tech | Steven Zinsmeister | | | | | |
| STAR | T8068S0 | | | | | |

CUSTOMER CONCERN

Customer states the adaptive cruise control does not function properly - when system is activated and in use - when approaching traffic the system will shut off at speeds below 19 mph. The evic displays acc canceling and the system turns off. Customer test drove another vehicle on the lot that performed differently - system would stay engaged bringing the vehicle almost to a complete stop and then resume operation.

Updated: 12/20/2013 09:39:11 By T1817KS

[REDACTED], the customer purchased the vehicle from another dealer, so unable to verify customer statement that both vehicles were the same. we do not currently have a like vehicle on the lot to verify operation of the same system. After reading through the operating characteristics of the system, i think it is operator error. I found in the manual that the system will de-activate if the vehicle in front is moving less than 15 mph. Still have a question - for maximum short distance assist - should the FCW and the ACC both be set to the near range? In other words - should both systems be set to the same distance range for the best results? I will educate the customer on the system operation. Customers last vehicle was a 1st generation 300 with acc - systems are not the same.

Updated: 12/20/2013 10:27:01 By T1817KS

RESOLUTION

Hi Steven, were the two cars driven like vehicles with same systems? These vehicle use the adaptive cruise and forward facing camera with advanced braking combined to perform the function you describe. The Forward Collision Warning Plus (FCW+) system is only active when the status of the ignition switch is ON and the PRNDL is in D (Drive). The system can be manually disabled and enabled by the vehicle operator using hard button on the Auxiliary Switch Bank Module (ASBM). Are both features turned on in the vehicle? The default status of FCW+ is "On". The system state should be kept in memory from one key cycle to the next. Let me know. Also have you test driven the two vehicles to verify operation. Ken

Updated: 12/20/2013 09:39:11 By T1817KS

Steven, I feel the same for this being normal operation characteristics. Are both systems on? No they do not have to be set the same, they work together but the sensitivity setting can be set and used for each systems customer preference sensitivity. Ken Feel free to let me know if any more assistance is desired. Thanks, Ken

Updated: 12/20/2013 10:27:01 By T1817KS

Explained operation of the current system to the customer

Updated: 01/31/2014 09:04:35 By T8068S0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG2 | EO [REDACTED] | Built Date | 08/08/2013 | Mileage | 5,030 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 12/23/2013 20:23:47 | By | T7243KH |
| Updated | 12/27/2013 10:25:27 | By | T2415EB |

CONTACT

| | | | | | |
|--------------------|------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 59799 | BREEDEN DODGE CHRYSLER JEEP INC | Phone | (479) 646-4731 | |
| Address | 5900 HWY 71 S | | | | |
| City | FORT SMITH | State | AR | ZIP | 72908 7423 |
| Dealer Zone | 63 | County | SEBASTIAN | Country | USA |
| Tech | WALTER LAIRAMORE | | | | |
| STAR | T2415EB | | | | |

CUSTOMER CONCERN

acc inop
Updated: 12/23/2013 20:23:47 By T7243KH

RESOLUTION

Walter I would run the alignment procedure and be sure the car has no aftermarket grills etc or been in a accident, there is some mounting information in tsb 31-003012 let me know and Let me know, my shift starts at 3:30 so it will be the first hour before I can respond and or call us here at the star center if you need quicker information then you would need to start another ticket and choose call in and reference the old ticket number and thanks

Updated: 12/23/2013 20:23:47 By T7243KH

snapped sensor into place and ran alignment procedure test drove ok

Updated: 12/27/2013 10:25:27 By T2415EB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCTX | EQ [REDACTED] | Built Date | 07/28/2013 | Mileage | 6,663 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 01/09/2014 12:18:17 | By | T8954CC |
| Updated | 01/10/2014 10:33:04 | By | T8954CC |

CONTACT

| | | | | | |
|--------------------|-----------------------|----------------------|--------------|----------------|------------|
| Dealer | 23295 | WHITTEN BROTHERS INC | Phone | (804) 378-0707 | |
| Address | 10701 MIDLOTHIAN TPKE | | | | |
| City | RICHMOND | State | VA | ZIP | 23235 4703 |
| Dealer Zone | 35 | County | CHESTERFIELD | Country | USA |
| Tech | Stephen Thruston | | | | |
| STAR | T8954CC | | | | |

CUSTOMER CONCERN

| |
|--|
| [REDACTED] WHITTEN BROTHERS, SA/Tracey-804-378-0747-Wipers will turn on when there is no moisture, Radio Scen is too bright or too dark, brake light illuminates on the dash , Vehicle will slow down on its own. <i>Updated: 01/09/2014 12:18:17 By T8954CC</i> [TechCONNECT Reference Ticket #571303]1 wipers will wipe when there is no moisture on windshield.2 trans shifts into sport drive mode on its own.3 the dark to light display will stay dark and at times gets way too bright.4 at times red brake light will light and slowly fade out. <i>Updated: 01/09/2014 17:46:23 By T3216MK</i> |
|--|

RESOLUTION

| |
|---|
| TS left VM for SA to follow up with status of diagnosis. TS advised that radio brightness is adjustable by way of dimmer wheel for gauge lights and that vehicle is equipped with adaptive cruise control with stop feature which will illuminate brake warning on EVIC and apply vehicle's brakes if too close to vehicle it is trailing. TS advised that this feature can be toggled on/off through EVIC settings and requested SA follow up with findings and if any DTCs are present. <i>Updated: 01/09/2014 12:18:17 By T8954CC</i> Stephen your case has been sent to the ECS group for further review. Please do not respond back to this ticket. Mike K <i>Updated: 01/09/2014 17:46:23 By T3216MK</i> send to Clint. <i>Updated: 01/10/2014 08:38:23 By T7390J1</i> TS left VM for SA to follow up with status of vehicle diagnosis. <i>Updated: 01/10/2014 09:31:19 By T8954CC</i> SA advised that tech was unable to duplicate customer concerns and that no diagnostic time would be claimed. SA did advise that customer was in a rental but sounded like they had already delivered vehicle back to customer. TS advised SA to follow up with CA Dustin @800-763-8422 X66221 to cover rental as no claim was being filed for repairs. TS advised that case would be closed. <i>Updated: 01/10/2014 10:33:04 By T8954CC</i> |
|---|

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG9 | EC [REDACTED] | Built Date | 07/06/2013 | Mileage | 3,722 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | 6 [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 01/09/2014 17:47:42 | By | T1817KS |
| Updated | 01/13/2014 13:23:48 | By | T2415EB |

CONTACT

| | | | | | |
|--------------------|-------------|-------------------------------|--------------|----------------|------------|
| Dealer | 45585 | TASCA CHRYSLER DODGE JEEP RAM | Phone | (401) 596-2077 | |
| Address | 9 POST RD | | | | |
| City | WESTERLY | State | RI | ZIP | 02891 2604 |
| Dealer Zone | 32 | County | WASHINGTON | Country | USA |
| Tech | Paul Fortin | | | | |
| STAR | T2415EB | | | | |

CUSTOMER CONCERN

FCW/ACC NOT AVAILABLE WIPE FRONT SENSOR message comes up on EVIC while driving. Sometimes ACC and FCW will work fine then message comes up, the lens and windshield are both clean, code C14A5-00 comes up[as pending, upon restart it becomes stored until you drive then the message will come on again at random.

Updated: 01/09/2014 17:47:42 By T1817KS

Ken, it sets in the ACC (adaptive cruise module). I have not seen it set as a hard code yet, it's either stored or pending.

Updated: 01/10/2014 09:45:41 By T1817KS

Ken I pulled some of the splash shields down and carefully inspected for sign of impact everything looks ok. I pulled the connector, checked for corrosion or water intrusion, all the pins are in place and not pushed out.

Updated: 01/10/2014 15:35:33 By T1817KS

YES WE ARE FAMILAIR WITH THE PROCESS HOWEVER SINCE WE DID A VISUAL INSPECTION, AND CHECKED THE CONNECTOR AND MOUNTING SYSTEM WE CANNOT DUPLICATE THE PROBLEM ANYMORE. RETURNING THE VEHICLE TO THE CUSTOMER TODAY, THANK YOU FOR YOUR HELP. IF IT RETURNS WITH THE SAME PROBELM WE WILL DO THE AIMING PROCEDURE.....IF ITS NOT BROKEN LETS NOT TRY AND FIX IT!!

Updated: 01/13/2014 10:29:28 By T1817KS

RESOLUTION

Hi paul, we have nothing common for this code. What module is setting the DTC? Ken

Updated: 01/09/2014 17:47:42 By T1817KS

Paul, I know you said you have checked the lower fascia, did you look closely at the mounting area as well? I could see the module getting damaged easily. You don't have to remove the sensor just visually inspect it and check the connector to it. Remove the connector and look and pin fit. Ken

Updated: 01/10/2014 09:45:41 By T1817KS

OK Paul. Let's check the alignment of the camera module. If it is not damaged the next step is to perform the alignment process. See STANDARD PROCEDURE - ADAPTIVE SPEED CONTROL SENSOR ALIGNMENT for the process. Are you familiar with the process? Ken

Updated: 01/10/2014 15:35:33 By T1817KS

You're welcome. Thanks for the update. Let me know if any more assistance is desired. Ken

Updated: 01/13/2014 10:29:28 By T1817KS

i

Updated: 01/13/2014 13:23:48 By T2415EB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM9 | EC [REDACTED] | Built Date | 12/06/2013 | Mileage | 1,497 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | ML | MIL ON | |
| Created | 01/17/2014 14:36:36 | By | T8954CC |
| Updated | 02/06/2014 12:01:14 | By | T8954CC |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--------------------------------------|---------|---------------------|
| P229E | NOx Sensor Circuit - Bank 1 Sensor 2 | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-----------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 67775 | CRYSTAL LAKE CHRYSLER-JEEP-DODGE | Phone | (815) 459-9000 | |
| Address | 5404 S STATE ROUTE 31 | | | | |
| City | CRYSTAL LAKE | State | IL | ZIP | 60012 3725 |
| Dealer Zone | 51 | County | MCHENRY | Country | USA |
| Tech | George Bratanick | | | | |
| STAR | T8954CC | | | | |

PART INFORMATION

| | | | |
|--------------------|------------|------------------|---|
| Part Number | 68146138AC | Part Qty. | 1 |
|--------------------|------------|------------------|---|

CUSTOMER CONCERN

LEONARD E BRZINSKI, CRYSTAL LAKE CHRYSLER-JEEP-DODGE, George, check engine light is on for the transmission and the heated seats do to work unless turned up over 75 degrees, red brake light comes on when the FCW is not activated and when the vehicle is put in part there is a rattling noise in the dash.

Updated: 01/17/2014 14:36:36 By T8954CC

RESOLUTION

Tech indicated that heat will blow cold unless turned above 75F. TS advised this is normal of auto temp feature and to compare to like vehicle. Red brake light came on due to FCW being deactivated as a result of road salt covered front sensor. CEL has P229E-00 NOx Sensor Circuit - Bank 1 Sensor 2 - Stored and P05F8-00 Reductant Heater Control Module Performance - Active. Tech Brett @ cell 847-561-3074. TS advised that P05F8 and previous P2080 DTCs are setting due to software thresholds which are being addressed by engineering and available in the next software update due out with ETA of beginning of next month. TS advised tech to check for circuits to the sensor probe for damage as well as test the power, and ground to the module and if there are no issues to replace the NOX sensor/module. Tech to follow up.

Updated: 01/17/2014 14:36:36 By T8954CC

SA advised that customer took the vehicle as NOx sensor PN # 68146138AC is on back order under order #120LB. TS advised would forward info on for part expediting.

Updated: 01/21/2014 09:54:15 By T8954CC

TS left VM for SA to follow up with status of part/ETA.

Updated: 01/23/2014 10:37:05 By T8954CC

Parts advised part has not come in yet and no ETA update is available. Case pending part availability.

Updated: 01/23/2014 10:57:41 By T8954CC

TS left VM for SM to follow up with status of part/return for repair.

Updated: 01/28/2014 11:35:48 By T8954CC

SA advised that part is in but that customer wants to wait for flash update availability before returning.

Updated: 01/30/2014 09:48:23 By T8954CC

Case pending flash update.

Updated: 02/03/2014 10:50:13 By T8954CC

TS added VIN to Flash pending log and will reopen case and follow up when flash is available.

Updated: 02/06/2014 12:01:14 By T8954CC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG6 | EC [REDACTED] | Built Date | 04/24/2013 | Mileage | 4,923 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------|
| Case Ref | [REDACTED] | Component Group | 24 - HEATING & A/C |
| Customer Complaint | 68 | NOISY | |
| Created | 01/22/2014 13:47:43 | By | T8954CC |
| Updated | 02/03/2014 16:49:47 | By | T8954CC |

CONTACT

| | | | | | |
|--------------------|---------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 45445 | WICKSTROM CHRYSLER JEEP DODGE | Phone | (847) 381-8850 | |
| Address | 660 W NORTHWEST HWY | | | | |
| City | BARRINGTON | State | IL | ZIP | 60010 2730 |
| Dealer Zone | 51 | County | LAKE | Country | USA |
| Tech | Marcus Lomonaco | | | | |
| STAR | T8954CC | | | | |

PART INFORMATION

| | | | |
|--------------------|------------|------------------|---|
| Part Number | 68224166AA | Part Qty. | 1 |
|--------------------|------------|------------------|---|

CUSTOMER CONCERN

Customer [REDACTED], WICKSTROM CHRYSLER JEEP DODGE Marcus/SA 847-381-8850 ext 326 Blower moter making noise, message saying Clean, Cruise control damaged by customer.
Updated: 01/22/2014 13:47:43 By T8954CC

RESOLUTION

SA advised that adapitve cruise control sensor is saying clean due to being damaged from customer running into something. TS advsied this would be customer pay for repair. SA advised that HVAC blower motor is noisy which is on back order. TS authorized blower motor replacement with SA to follow up when complete.

Updated: 01/22/2014 13:47:43 By T8954CC

parts advsied that part is not on back order but is coming out of Sherwood PDC. TS advised information would be forwarded to expedite part PN 68224166AA on order # 380771

Updated: 01/23/2014 14:36:37 By T8954CC

SA advised that blower came in today and that customer would be contacted to schedule return for repair. Sa to follow up when vehicle returns/repair is complete.

Updated: 01/28/2014 12:30:08 By T8954CC

TS left VM for SA to follow up with status of vehicle/repair.

Updated: 01/30/2014 09:53:09 By T8954CC

SA advised that customer is scheduled to return for repair 02/03. SA to follow up when complete.

Updated: 01/30/2014 10:11:54 By T8954CC

SA advised that customer just came in for repairs and will follow up when complete.

Updated: 02/03/2014 10:13:12 By T8954CC

SA advised that repair is complete and vehicle was being picked up today. TS advised that case would be closed.

Updated: 02/03/2014 16:49:47 By T8954CC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT5 | EO [REDACTED] | Built Date | 06/07/2013 | Mileage | 8,824 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 01/30/2014 10:45:30 | By | T6954AT |
| Updated | 02/03/2014 16:23:44 | By | T6954AT |

CONTACT

| | | | | | |
|--------------------|--------------|-------------------------------|--------------|----------------|------------|
| Dealer | 23248 | ADAMS CHRYSLER DODGE JEEP RAM | Phone | (410) 263-2341 | |
| Address | 1797 WEST ST | | | | |
| City | ANNAPOLIS | State | MD | ZIP | 21401 3246 |
| Dealer Zone | 35 | County | ANNE ARUNDEL | Country | USA |
| Tech | SUE | | | | |
| STAR | T6954AT | | | | |

CUSTOMER CONCERN

POC Name: Sue Shepard/SM POC number: 410-263-2341 DLR: ADAMS CHRYSLER DODGE JEEP RAM Customer name: MARY J GLENNEY 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.

Updated: 01/30/2014 10:45:30 By T6954AT

RESOLUTION

heated mirrors only work when rear defrost on per normal operation. AM radio station issue duplicated and not fixed with update. other issues with radio still present and requesting a replacement. Eco mode to race mode likely caused by bumping shifter or paddle shifter. TS offered sol S1308000416 for heated seat issues. Tech flashed air suspension module to fix their air suspension issue. ABS and forward collision warning have not been duplicated but tech requested tech check for easy pass in front of the rearview mirror. auto highbeam sensor was cleaned as it seemed dirty, issue has not been duplicated. Tech to order radio and call ts back when repairs are complete.

Updated: 01/30/2014 10:45:30 By T6954AT

ts left message for sm to call ts back.

Updated: 02/03/2014 09:23:08 By T6954AT

ts spoke with sue who said that radio has still not come in. Tech also said that heated seat module is correct pn and nothing was in front of rearview mirror. SA to call ts back when radio comes in.

Updated: 02/03/2014 09:50:53 By T6954AT

TS authorized all repairs. TS authorized the replacement of the radio, air suspension flash, 2 hrs diag time, and 6 days rental.

Updated: 02/03/2014 16:23:44 By T6954AT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT7 | EC [REDACTED] | Built Date | 05/21/2013 | Mileage | 9,612 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 02/07/2014 09:00:30 | By | T8577KO |
| Updated | 07/29/2014 04:26:39 | By | SYSCAW |

CONTACT

| | | | | | |
|--------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Dealer | <input type="checkbox"/> | <input type="checkbox"/> | Phone | <input type="checkbox"/> | |
| Address | <input type="text"/> | | | | |
| City | <input type="checkbox"/> | State | <input type="checkbox"/> | ZIP | <input type="checkbox"/> |
| Dealer Zone | <input type="checkbox"/> | County | <input type="checkbox"/> | Country | <input type="checkbox"/> |
| Tech | <input type="checkbox"/> | | | | |
| STAR | T8577KO | | | | |

CUSTOMER CONCERN

ADAPTIVE CRUISE CONTROL INOP AT TIMES. MESSAGE DISPLAY CLEAN SENSOR.
Updated: 02/07/2014 09:00:30 By T8577KO

RESOLUTION

Miguel, Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Make sure when performing the On-road calibration that there is almost zero traffic. Performing the procedure on a rural road may be required. Kyle O.

Updated: 02/07/2014 09:00:30 By T8577KO

Updated: 07/29/2014 04:26:39 By SYSCAW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT7 | EC [REDACTED] | Built Date | 05/21/2013 | Mileage | 9,612 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 02/07/2014 09:00:42 | By | T8577KO |
| Updated | 02/24/2014 16:48:25 | By | T8577KO |

CONTACT

| | | | | | |
|--------------------|------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 60524 | POSNER PARK CHRYSLER DODGE JEEP | Phone | (863) 438-3333 | |
| Address | 42650 HIGHWAY 27 | | | | |
| City | DAVENPORT | State | FL | ZIP | 33837 6850 |
| Dealer Zone | 66 | County | POLK | Country | USA |
| Tech | Miguel Eve | | | | |
| STAR | T8577KO | | | | |

CUSTOMER CONCERN

ADAPTIVE CRUISE CONTROL INOP AT TIMES. MESSAGE DISPLAY CLEAN SENSOR.
Updated: 02/07/2014 09:00:42 By T8577KO

RESOLUTION

Miguel, Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Make sure when performing the On-road calibration that there is almost zero traffic. Performing the procedure on a rural road may be required. Kyle O.

Updated: 02/07/2014 09:00:42 By T8577KO

ISSUE CAUSED BY CUSTOMER INSTALLATION OF FRONT HITCH.

Updated: 02/24/2014 16:48:25 By T8577KO

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCTX | EC1 [REDACTED] | Built Date | 02/07/2013 | Mileage | 19 957 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 02/11/2014 16:09:22 | By | T9818LA |
| Updated | 02/28/2014 15:21:38 | By | T1813DW |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| C15AA-00 | Air Leak During Vent- | T3076SB | 04/14/2013 01:25:00 |
| U0402 | Implausible Data Received From TCM | T3076SB | 04/14/2013 01:25:00 |
| C1562 | 98-RIDE HEIGHT AIR PUMP CONTROL - COMPONENT OR SYSTEM OVER TEMPERATURE | T1870AT | 04/14/2013 01:25:46 |

CONTACT

| | | | | | |
|--------------------|--------------------------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 42819 | 5 CORNERS DODGE CHRYSLER JEEP | Phone | (262) 375-3900 | |
| Address | 1292 WASHINGTON AVENUE HIGHWAY 60 | | | | |
| City | CEDARBURG | State | WI | ZIP | 53012 9304 |
| Dealer Zone | 51 | County | OZAUKEE | Country | USA |
| Tech | Ryon Kunert | | | | |
| STAR | T1813DW | | | | |

CUSTOMER CONCERN

| |
|--|
| ADPATIVE SPEED COTNROL,FORWARD COLLISION, AND WIPER SYSTEM STOP WORKING, WE HAVE CLEANED AND CUSTOMER HAS CLEANED LENS <i>Updated: 02/11/2014 16:09:22 By T9818LA</i> WHAT IS THE PROPER CLEANING PROCEDURE??? <i>Updated: 02/11/2014 16:09:22 By T9818LA</i> |
|--|

RESOLUTION

| |
|---|
| Ryon, was this vehicle in a accident? The adjustable ball studs and the ACC sensor cannot be repaired. If ineffective or damaged the entire sensor unit must be replaced. The three plastic ball socket clips in the sensor mounting bracket must also be replaced each time the ACC sensor is removed from and reinstalled onto the mounting bracket. Remove any obvious debri and grime. Have we performed a ACC vertical alignment. Are we having issues with the air suspension too? <i>Updated: 02/11/2014 16:09:22 By T9818LA</i> This case is being closed due to inactivity. If this vehicle requires additional assistance, please reopen or create a new ticket for assistance. <i>Updated: 02/28/2014 15:21:38 By T1813DW</i> |
|---|

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT0 | EC | Built Date | 03/20/2013 | Mileage | 64,827 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 02/12/2014 10:37:15 | By | T7363PW |
| Updated | 03/11/2014 13:53:16 | By | T3034DL |

CONTACT

| | | | | | |
|--------------------|---------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 64869 | DARCARS CHRYSLER JEEP DODGE OF | Phone | (301) 622-0010 | |
| Address | 12511 PROSPERITY DR | | | | |
| City | SILVER SPRING | State | MD | ZIP | 20904 1662 |
| Dealer Zone | 35 | County | MONTGOMERY | Country | USA |
| Tech | Damien Battle | | | | |
| STAR | T3034DL | | | | |

CUSTOMER CONCERN

customer states that when driving the forward collision sensor malfunctions...states that clean sensor illuminates on dash
Updated: 02/12/2014 10:37:15 By T7363PW
CLEANED BOTH SENSORS. THE ONE ON IN THE GRILL AND THE REAR VIEW MIRROR
Updated: 02/12/2014 11:38:37 By T7363PW
yes
Updated: 02/12/2014 16:29:11 By T3034DL
looking for update
Updated: 02/12/2014 16:29:11 By T3034DL

RESOLUTION

Damien, clean the sensor and retest.
Updated: 02/12/2014 10:37:15 By T7363PW
Thanks for the update. Is the message still illuminating on the dash? -Patrick
Updated: 02/12/2014 11:38:37 By T7363PW
Jerome(service advisor) called to discuss the case. He verified the vehicle has no aftermarket accessories, and has a Mopar windshield. I advised him to have Damien ensure the ACC is working properly, and align the front ACC sensor vertically, and horizontally. David
Updated: 02/12/2014 16:29:11 By T3034DL
.
Updated: 03/11/2014 13:53:16 By T3034DL

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT3 | EO [REDACTED] | Built Date | 01/27/2013 | Mileage | 6,563 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------|----------------------------------|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | AUD | AUDIO CONTROLS/OPERATION | |
| Created | 02/18/2014 15:56:07 | By | T2305JK |
| Updated | 03/11/2014 11:51:42 | By | T8423BL |

CONTACT

| | | | | | |
|--------------------|----------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 60376 | WHITTEN BROTHERS OF ASHLAND, INC | Phone | (804) 798-6071 | |
| Address | 11409 WASHINGTON HWY | | | | |
| City | ASHLAND | State | VA | ZIP | 23005 8008 |
| Dealer Zone | 35 | County | HANOVER | Country | USA |
| Tech | Brian Trent | | | | |
| STAR | T8423BL | | | | |

CUSTOMER CONCERN

customer states the gps screen keeps searching when entering a destination. And the vehicle will brake on its own at random.

Updated: 02/18/2014 15:56:07 By T2305JK
trying to get customer to pick vehicle up.

Updated: 02/18/2014 15:56:07 By T2305JK
the customer had the problem back on January 14, 2014 right after we got our first snow. It was icy also.

Updated: 02/19/2014 08:50:52 By T2305JK
I have never duplicated it and had others drive it as well.

Updated: 02/19/2014 08:50:52 By T2305JK
Thats fine thank you I actually finished this job back in January but the customer refuses to pick the vehicle up. the service writer called again yesterday to inform the customer it was ready to pick up. So if you like I can go ahead and close the ticket.

Updated: 02/19/2014 10:41:03 By T2305JK
WHAT ADDITIONAL INFORMATION DO YOU NEED? Vehicle has a new gps antenna base, and never duplicated the braking concern. Customer has also been in touch with the dealer business center. Is their anything else I need to do?

Updated: 02/21/2014 16:19:35 By T2409DC
ok thank you. we are still driving the vehicle while we are waiting for the customer to decide when to pick the vehicle up. I sent it on a 30 plus mile drive today and will continue to drive it until something is decided.

Updated: 02/24/2014 08:05:58 By T2409DC
we are driving the vehicle some more until the customer picks it up. Customer is still refusing to pick the vehicle up. would you like for me to close this star ticket?

Updated: 02/24/2014 11:30:33 By T8423BL

RESOLUTION

RA4--- Hello Brian, looking at your sales codes I see this vehicle is equipped with "ready alert braking" AND "rain brake support" The Rain Brake Support is a feature that removes the water film that builds up between the pads and the rotors when driving in wet conditions. When the windshield wipers are active, this feature applies a very low brake pressure to all calipers periodically. This maintains a firm, confident brake pedal feel and optimal stopping distance in wet conditions. -Ready Alert Braking is a feature that applies very low brake pressure to all calipers after a rapid accelerator pedal release is detected. This feature provides a firm confident pedal feel and optimal stopping distance in the case of rapid accelerator release. -- ask the customer if this occurs when letting up on the brake pedal or when raining- if so depending on the amount of braking this could be normal - Jerry k.

Updated: 02/18/2014 15:56:07 By T2305JK

Good morning Brian, since the concern cannot be duplicated and there are no codes, I would make the customer aware of situations where this could be a normal condition, or offer to install the copilot, so a snap shot can be obtained when this occurs- thanks, Jerry k.

Updated: 02/19/2014 08:50:52 By T2305JK

Hi Brian, it sounds like the customer is a little irate, you may want to refer the customer to the dealer business center, they may or may not offer the customer something to offset their dissatisfaction- Jerry k.

Updated: 02/19/2014 10:41:03 By T2305JK

new gps antenna base and never duplicated braking concern

Updated: 02/19/2014 11:08:35 By T2415EB

Additional information required.]new gps antenna base and never duplicated braking concern

Updated: 02/19/2014 11:27:45 By T2409DC

Hi Brian, Your case is being escalated to a Master Consultant. No need to respond to this message.

Updated: 02/21/2014 16:19:35 By T2409DC

Hi Brian, Your case is being escalated to a Master Consultant. No need to respond to this message.

Updated: 02/24/2014 08:05:58 By T2409DC

Brian, what is the current status of this vehicle? Is any further assistance required? Thanks, Brad.

Updated: 02/24/2014 08:31:36 By T8423BL

Brian, I apologize for all of the confusion on this ticket. If you'd like, you can close the ticket, and reopen it if needed. Or, you can leave it open until the customer takes the vehicle back. Thanks again for your patience. -Brad-

Updated: 02/24/2014 11:30:33 By T8423BL

gps antenna base.

Updated: 03/11/2014 11:51:42 By T8423BL

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECT4 | EC [REDACTED] | Built Date | 03/16/2013 | Mileage | 9,034 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|----------------------------------|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 02/18/2014 18:15:06 | By | T3216MK |
| Updated | 02/24/2014 09:10:15 | By | T7390J1 |

CONTACT

| | | | | | |
|--------------------|-----------------|-----------------------------|--------------|----------------|------------|
| Dealer | 44758 | BAY CHRYSLER DODGE JEEP RAM | Phone | (850) 785-1591 | |
| Address | 636 W 15TH ST | | | | |
| City | PANAMA CITY | State | FL | ZIP | 32401 2237 |
| Dealer Zone | 66 | County | BAY | Country | USA |
| Tech | Robert Rutledge | | | | |
| STAR | T7390J1 | | | | |

CUSTOMER CONCERN

Chrysler case # [REDACTED] car honks 3 times and unlocks at times, hatch take 4 clicks to open, after starting, environmental sys. sometimes fails to start. Fan can be run manually. Shutdown and restart of car required to correct. Seat heaters will come on, but not all seats, without request. Manual shutdown required. Media system will correctly index albums on SD card, but not following list. Started on first song of an album, it may jump off to another album after playing. Often plays random listings with no prompting. Will seldom play a whole album through. Sometimes cannot read the card which must be ejected and then reinserted. The system seems to have indexed all the songs on with no songs shown for it. Plugging SD card into a computer shows the music listings are still there and will play on computer. This a progressive problem as there are more missing songs every couple of days. Map system allows very limited input from the user as to type of routing. Almost always takes shortest route even when the roads are limited quality two-lanes that have been bypassed by interstates. Adaptive Cruise Control will often not lock in at the selected speed. I bring the car up to speed, press the SET button and it starts slowing down. Looking down I find that the lock speed is 5 miles lower than the speed I was moving when I pressed the button. If I tell the phone system to "call home" it brings up four listings with the name "home". There is only one listing on the phone with the word home. Three of them are duplicates and the fourth is a number I deleted a month ago. The car seems to have no way to delete a listing and it keeps adding to the duplicates. This is a nuisance that slows down the placement of the call. While driving under ACC, the car hit the brakes because of a dump truck in the right lane when I was in the left. It was not out of its lane or turning. I had to cancel ACC to be able to pass the truck. Chrysler is impossible to work with.

Updated: 02/18/2014 18:15:06 By T3216MK

new case # [REDACTED]

Updated: 02/24/2014 09:10:15 By T7390J1

RESOLUTION

Robert this case is being escalated to the ECS group for further review. Please do not respond back to this ticket as they will be in contact with you about this vehicle. Thanks, Mike K

Updated: 02/18/2014 18:15:06 By T3216MK

ATTN: Call 866-275-1420 Immediately! Vehicle involved in the Enhanced Customer Satisfaction program. Call prior to vehicle diagnosis (excludes RRTs and Recalls).

Updated: 02/19/2014 08:34:04 By T7390J1

Close, duplicate case.

Updated: 02/24/2014 09:10:15 By T7390J1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-------------------------|--------------------------------|---------------|--|-------|--|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECT4 EC [REDACTED] | Built Date | 03/16/2013 | Mileage | 9,034 | |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | | | |
|---------------------------|---------------------|--------------------------------|----------------------------------|--|--|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS | | |
| Customer Complaint | HFO | HANDS FREE/BLUETOOTH OPERATION | | | |
| Created | 02/19/2014 13:17:53 | By | T5463KY | | |
| Updated | 03/05/2014 13:20:34 | By | T5463KY | | |

CONTACT

| | | | | | |
|--------------------|-----------------|-----------------------------|--------------|----------------|------------|
| Dealer | 44758 | BAY CHRYSLER DODGE JEEP RAM | Phone | (850) 785-1591 | |
| Address | 636 W 15TH ST | | | | |
| City | PANAMA CITY | State | FL | ZIP | 32401 2237 |
| Dealer Zone | 66 | County | BAY | Country | USA |
| Tech | Royce Batchelor | | | | |
| STAR | T5463KY | | | | |

CUSTOMER CONCERN

REPEAT, T7390J1 EC149007 CHRIS T BURGBACHER, BAY CHRYSLER DODGE JEEP RAM ROY SA 850-785-1591 ext 370, Clunking noise in rear; Radio will not correctly index albums on SD card; Seat heaters will come on but not all seats without request, manual shut down is required; hatch often takes 4 clicks to open instead of 2 as listed; car sometimes honks 3 times and unlocks for no reason; after start, environmental system sometimes fails to start; fans can be run manually, shut down of vehicle is required to correct

Updated: 02/19/2014 13:17:53 By T5463KY

RESOLUTION

TS left a VM for (SA) Roy
Updated: 02/19/2014 13:17:53 By T5463KY
 TS left a VM for (SA) Roy
Updated: 02/20/2014 14:26:26 By T5463KY
 Spoke to (Tech) Bobby - 1. Clunk in the rear-- SALE Code (SES & SDA) TS will ship over a shock kite to resolve customer concern 2. Vehicle honks three times-- Vehicle is operating as Designed 3. Hatch often takes 4 clicks to open-- NPF 4. A/C system sometimes fails to start--NPF 5. Heated seated operation not selected. --NPF 6. SD card not reading--Current software level 13.38.52 , TS advised to update radio 13.48.3 7. NAV/Map inop--Dealer advised TS, tech could not duplicate customer concern 8. Adaptive cruise inop--Dealer is diagnose the vehicle is 9. Bluetooth issue--phone is not calling right place--TS is requesting phone info, Type, Carrier , Software level
Updated: 02/20/2014 16:39:10 By T5463KY
 TRACK # 1Z78F5E03097309471
Updated: 02/20/2014 16:45:46 By T5463KY
 Spoke to (SA) Roy- Parts are in -- Dealer will report back once the repair is complete
Updated: 02/24/2014 08:16:37 By T5463KY
 TS left a VM for (SA) Roy
Updated: 02/25/2014 08:53:07 By T5463KY

Spoke to (Tech) Bobby -- Dealer advised TS, the tech was able duplicate customer concern (Vehicle brake on its own when ACC is on.. TS advised dealer to ensure the measure in with spec.. Dealer will report back with result

Updated: 02/27/2014 11:19:12 By T5463KY

TS left a Vm for (SA) Roy

Updated: 03/04/2014 10:40:36 By T5463KY

Spoke to (SA) Roy-- Vehicle was repaired and released back to the customer -- Dealer will report back with final number

Updated: 03/05/2014 13:20:34 By T5463KY

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG2 | EC1 [REDACTED] | Built Date | 05/10/2013 | Mileage | 6,110 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 02/19/2014 14:13:19 | By | T8954CC |
| Updated | 02/25/2014 09:35:30 | By | T8954CC |

CONTACT

| | | | | | |
|--------------------|--------------|--------------------------------|--------------|----------------|------------|
| Dealer | 68669 | TOWNE CHRYSLER DODGE JEEP, INC | Phone | (716) 646-5200 | |
| Address | 5130 CAMP RD | | | | |
| City | HAMBURG | State | NY | ZIP | 14075 2704 |
| Dealer Zone | 32 | County | ERIE | Country | USA |
| Tech | Robert Engel | | | | |
| STAR | T8954CC | | | | |

CUSTOMER CONCERN

[REDACTED] TOWNE CHRYSLER DODGE JEE, Rob/SA, 716-646-5200 ext 215, 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

Updated: 02/19/2014 14:13:19 By T8954CC

RESOLUTION

TS left VM for SA to follow up with status of diagnosis.
Updated: 02/19/2014 14:13:19 By T8954CC

TS left another VM for SA to follow up with status of vehicle.
Updated: 02/19/2014 16:22:20 By T8954CC

SA left VM and TS returned call and left VM for SA to follow up with status of diagnosis.
Updated: 02/20/2014 12:21:20 By T8954CC

SA and TS discussed vehicle concerns at length. TS confirmed that radio is at latest SW level 13.48. TS advised that Chrysler has provided interface for obtaining NAVTEQ updates via the driveuconnect.com website and it was confirmed that vehicle has the latest NAV updates and that customer can check back periodically for future updates. TS advised SA to verify customer's phone SW is a compatible/supported SW level via driveuconnect.com website and that tech could use MIT019 multimedia tester to verify radio connectivity. SA advised that customer refuses to use seat belt extender and that seat belt is hitting child lock detent due to seat being in forward position. TS advised that longer length seatbelts are not available and that customer would need to adjust seat position rearward in order to gain the additional clearance needed to eliminate the premature belt lock. SA advised that hood latch had previously been replaced to correct alarm sounding and TS authorized replacing latch again due to possible faulty hood switch in latch. SA to follow up if expediting is needed or when repair is complete.

Updated: 02/20/2014 14:27:01 By T8954CC

SA advised that hood latch replacement was complete and that customer's phone SW was incompatible at ISO 7.0.4. SA advised would review concerns with customers and advise for NAV and phone concerns and follow up at delivery to close case.

Updated: 02/21/2014 12:40:45 By T8954CC

TS left VM for SA to follow up with status of vehicle.

Updated: 02/24/2014 11:51:08 By T8954CC

TS left VM for SA to follow up with status of vehicle.

Updated: 02/25/2014 08:42:44 By T8954CC

SA advised that vehicle was returned Saturday 02/22. TS advised that case would be closed.

Updated: 02/25/2014 09:35:30 By T8954CC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT4 | EC [REDACTED] | Built Date | 08/08/2013 | Mileage | 1 ,445 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | FSH | FLASHING/BLINKING | |
| Created | 02/20/2014 17:39:02 | By | T1990NP |
| Updated | 02/25/2014 15:30:00 | By | T7390J1 |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| P0585 | Speed Control Switch 1 / 2 Correlation | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|------------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 58285 | CHERRY HILL DODGE CHRYSLER JEEP | Phone | (856) 665-9000 | |
| Address | 1708 WEST MARLTON PIKE | | | | |
| City | CHERRY HILL | State | NJ | ZIP | 08002 3203 |
| Dealer Zone | 35 | County | CAMDEN | Country | USA |
| Tech | Diane Riggs | | | | |
| STAR | T7390J1 | | | | |

CUSTOMER CONCERN

customer is stating fcw warning comes on and car brakes , no codes in system only stored code is for cruise p0585-00 we did flash update on bss modules for acc dropping out that is corrected but the fcw is still occurring please advise
Updated: 02/20/2014 17:39:02 By T1990NP

RESOLUTION

Diane, I am escalating case due to H type restriction. Someone will respond back or contact you. You will not need to resubmit ticket. Thank you, Neil
Updated: 02/20/2014 17:39:02 By T1990NP

Diane this case has been sent to the ECS group for further review. Please do not respond back to this ticket as they will be in contact with on this vehicle concern.
Updated: 02/20/2014 17:47:04 By T3216MK

ATTN: Call 866-275-1420 Immediately! Vehicle involved in the Enhanced Customer Satisfaction program. Call prior to vehicle diagnosis (excludes RRTs and Recalls). You were just working with Scot at ECS with this case/concern. Please contact him directly at 248-512-3733 if the vehicle still has concerns.
Updated: 02/21/2014 09:33:18 By T7390J1

Spoke to SA DIANE, dealer is not able to duplicate concern, customer alleges he can duplicate concern often. Advised likely customer is tailgating or vehicle has FCW obstructions. Closing case as vehicle is not at the dealer.
Updated: 02/25/2014 15:30:00 By T7390J1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT0 | EC3 [REDACTED] | Built Date | 12/12/2013 | Mileage | 2,394 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/25/2014 17:48:48 | By | T1806WJ |
| Updated | 03/13/2014 13:45:47 | By | T1806WJ |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| B22A4-00 | Advanced Front Lighting System Not Calibrated- | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|------------------------|-----------------------------------|--------------|----------------|------------|
| Dealer | 37694 | VANANDEL-FLIKKEMA MOTOR SALES INC | Phone | (616) 363-9031 | |
| Address | 3844 PLAINFIELD AVE NE | | | | |
| City | GRAND RAPIDS | State | MI | ZIP | 49525 2452 |
| Dealer Zone | 42 | County | KENT | Country | USA |
| Tech | Mike Lucas | | | | |
| STAR | T1806WJ | | | | |

CUSTOMER CONCERN

c/s sets cruise,it will give message fcw/acc unavailable or clean sensor,can try to reset and sometimes it will sometimes it wont,most times cust will have to cycle ign to get it to work again.

Updated: 02/25/2014 17:48:48 By T1806WJ

cust gave us a utube link for a video of exactly what happens to her grand, its under 2014 grand Cherokee fcw/acc failure

Updated: 02/25/2014 17:48:48 By T1806WJ

RESOLUTION

Hi Mike, Confirm that the vehicle has not been in a front end collision or had any body work down. Confirm that the ACC sensor is mounted properly and not obstructed. If all is OK then run the ACC calibration procedure and verification test and see if the concern is still present or if any issues come up during those procedures and report back on your findings. Thanks Walter

Updated: 02/25/2014 17:48:48 By T1806WJ

Tech requested case closure. found frt camera adj.snapped out of holder

Updated: 03/13/2014 13:45:47 By T1806WJ

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG8 | EC [REDACTED] | Built Date | 04/23/2013 | Mileage | 9,445 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|----------------------------------|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 02/28/2014 09:05:22 | By | T8954CC |
| Updated | 03/18/2014 10:43:42 | By | T5262SM |

CONTACT

| | | | | | |
|--------------------|--------------------|------------------------------|--------------|----------------|------------|
| Dealer | 60334 | CHAMPION CHRYSLER JEEP DODGE | Phone | (517) 703-2300 | |
| Address | 6525 W SAGINAW HWY | | | | |
| City | LANSING | State | MI | ZIP | 48917 1109 |
| Dealer Zone | 42 | County | EATON | Country | USA |
| Tech | Bryan Scribner | | | | |
| STAR | T5262SM | | | | |

CUSTOMER CONCERN

[REDACTED] CHAMPION CHRYSLER, Cory\Service Tech, 517-388-6552, Navigation not working and cruise control not working properly
Updated: 02/28/2014 09:05:22 By T8954CC

RESOLUTION

SA advised that he would have tech follow up with status of the vehicle.

Updated: 02/28/2014 09:05:22 By T8954CC

Tech advsied that vehicle is no longer at the dealer. Tech advsied that no DTC were present but that ACC message stated to clean sensor for cruise operation. Tech stated that he could not successfully update radio to 13.48 before customer took the vehicle and that he was having issues downloading update from website. TS provided internet browser instruction for successful download and advised that if he was still not able to download to contact star and order update disc. TS provided contact information and advsied that case would be closed and case re-escalated upon return.

Updated: 02/28/2014 09:27:36 By T8954CC

SOP Radio arrived, tech ready to install. Advised to replace the radio.

Updated: 03/18/2014 10:43:42 By T5262SM

Field Report

VEHICLE

| | | | | | | |
|---------------------|-------------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT5E0 | | Built Date | 01/22/2013 | Mileage | 9,883 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | ML | MIL ON | |
| Created | 03/10/2014 17:20:28 | By | T1817KS |
| Updated | 03/24/2014 12:52:28 | By | T1817KS |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|------------------------|---------|---------------------|
| P0456 | Evap System Small Leak | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 60394 | DUPAGE DODGE CHRYSLER JEEP, INC | Phone | (630) 446-1400 | |
| Address | 433 E NORTH AVE | | | | |
| City | GLENDALE HEIGHTS | State | IL | ZIP | 60139 3507 |
| Dealer Zone | 51 | County | DU PAGE | Country | USA |
| Tech | Adam Martin | | | | |
| STAR | T1817KS | | | | |

CUSTOMER CONCERN

3 ISSUES 1) CHECK ENGINE LIGHT ON 2) DASH GOES BLACK AT TIMES 3) BRAKE WARNING LIGHT COMES ON AND BRAKES APPLY W/O A VEHICLE IN FRONT OR ON THE SIDES

Updated: 03/10/2014 17:20:28 By T1817KS

CHECK ENGINE LIGHT IS P0456 PCM FLASH AND ESIM REPLACED PREVIOUSLY AIR CHECKED AND FOUND NO LEAKS REPLACED INSTRUMENT CLUSTER RECALL ALREADY PERFORMED ***TEST DROVE VEHICLE HOME SEVERAL TIMES AND LAST NIGHT WENT UP A SLIGHT INCLINE ON AN OVER PASS AS I APPROACHED A GUARD RAIL ALONG SIDE THE ROAD THE BRAKE WARNING ILLUMINATED AND CHIME THE VEHICLE DID NOT BRAKE AND IT WENT OFF AS I PASSED THE FRONT OF THE GUARD RAIL IS THIS NORMAL FOR THE FORWARD COLLISION WARNING SYSTEM TO DETECT GUARD RAILS? IT IS SET FOR FAR AND THE ACTIVE BRAKING IS OFF

Updated: 03/14/2014 09:20:40 By T1817KS

FAULT IS CLEARED ALREADY

Updated: 03/14/2014 09:50:41 By T1817KS

RESOLUTION

Hi Adam, we have nothing common for these concerns. Before diagnostics can be completed the concerns will need to be duplicated and gather as much information as possible. For the vehicle allegedly braking note if the BRAKE message is on in the dash. For the dash going black note if this is the entire dash or the cluster. Also note if this is the backlighting or if the dash components don't function. Duplicate the concerns and diagnose active concerns before replacing any more parts. Ken

Updated: 03/10/2014 17:20:28 By T1817KS

Adam, this is information from the owner's manual. 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. So yes this is characteristic to the system. I am also going to check with the drive group for possible new information on the P0456. Please upload a scan report to support, let me know when it is sent. Thanks, Ken

Updated: 03/14/2014 09:20:40 By T1817KS

I called Adam. I advised that I believe the cluster issue will be resolved with the replacement cluster, the local TA was out and he advised they replace the cluster for going blank. Adam informed me that the customer just turned off the braking feature of the FCC system before they brought the vehicle in for service. I also advised that we do not have issues with the Forward Collision Warning system on these or any of the newer vehicles. The system is very reliable with the combination of data that it uses from the Forward Facing Camera in the windshield and the Adaptive Cruise Control Plus (ACC+) radar sensor/module. The only concerns we have seen is customer's not being aware of the system operation. I proposed the following scenario - If I was driving and not familiar with the system and my brakes applied for the 1.5 second warning, the BRAKE message came on and the vehicle chimed, I might remove my foot from the accelerator causing the vehicle to slow for longer than the 1.5 seconds. I recommended he see if the customer can duplicate the concern for him as he has performed extensive test driving and noted only characteristic operation. As for the stored P0456 DTC I advised that Adam perform the diagnostic again after an 8 hour cold soak and inspect for a leak as the warm EVAP system will expand and mask leaks if the test is done when the vehicle is warm or hot. He agreed and understood. Adam, thanks for your time let me know if anything else comes up. Ken

Updated: 03/14/2014 09:50:41 By T1817KS

Tech requested case be closed. REPLACE CLUSTER EXPLAINED FCW OPERATION RETEST FOUND NO LEAKS FOR SMALL LEAK CODE BUY BACK

Updated: 03/24/2014 12:52:28 By T1817KS

Field Report

VEHICLE

| | | | | | | |
|---------------------|-------------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT6E0 | | Built Date | 06/29/2013 | Mileage | 4,445 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------------|-------------|
| Case Ref | | Component Group | 05 - BRAKES |
| Customer Complaint | ESP | ELECTRONIC STABILITY PROGRAM | |
| Created | 03/10/2014 19:02:17 | By | T3216MK |
| Updated | 05/19/2014 08:33:22 | By | T2409DC |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 26743 | RANCHO CHRYSLER JEEP DODGE RAM | Phone | (858) 560-7100 | |
| Address | 8010 BALBOA AVENUE | | | | |
| City | SAN DIEGO | State | CA | ZIP | 92111 2417 |
| Dealer Zone | 71 | County | SAN DIEGO | Country | USA |
| Tech | Eric Henry | | | | |
| STAR | T2409DC | | | | |

CUSTOMER CONCERN

WHEN THE COLLISION AVOIDANCE SYSTEM IS UNCHECKED ON SCREEN IT STILL WANTS TO STOP VEHICLE WHEN APPROACHING A CAR

Updated: 03/10/2014 19:02:17 By T3216MK

GOOD MORNING MIKE,I JUST TEST DROVE & CONFIRMED THE CUST.COMPLAINT.EVEN THOUGH THE COLLISION AVOIDANCE SYSTEM IS CHECKED IN CENTER STACK,IT DIDN'T WORK AT ALL,NO CODES....IT WORKED OK YESTERDAY,ANY SUGGESTIONS.IS THIS A RADIO ISSUE????

Updated: 03/11/2014 16:53:10 By T3216MK

GOOD MORNING MIKE,IF YOU ARE TALKING ABOUT THE FFCM,I WENT INTO DATA & IT IS READING DATA(NO CODES),ONE THING I NOTICED THOUGH IS THE "BRAKE INTERVENTION ENABLED"ICON SAYS DISABLED IN WI-TECH,BUT IN THE CENTER STACK IT IS CHECKED,IT WORKED OK 2 DAYS AGO(I VARIFIED).NO OBVIOUS WIRING & CONNECTOR ISSUES.THANKS FOR YOUR HELP MIKE.

Updated: 03/12/2014 12:57:13 By T3216MK

RESOLUTION

Eric per the concern. Without codes, I would suggest the following items: Getting a like known good vehicle and comparing the FCW to this vehicle. Secondly take a look at SOL # S1308000274. See if either of these might answer your questions. Please report back if further assistance is required. Thanks, Mike K

Updated: 03/10/2014 19:02:17 By T3216MK

Eric, the collision avoidance system is not part of the radio. On the scan tool can you see any data for the front camera? Mike

Updated: 03/11/2014 16:53:10 By T3216MK

Eric, good morning. I am sorry if I am asking the same question. But have you checked the alignment of the front camera. I have a few cases in which the front of the vehicle gets hit, usually a parking curb. And this throws the camera slightly out of alignment. I have also seen where aftermarket grilles or grill inserts will also do the same thing. Please let mw know. Mike

Updated: 03/12/2014 12:57:13 By T3216MK

Duplicate of case # 61061104

Updated: 05/19/2014 08:33:22 By T2409DC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG5 | EQ [REDACTED] | Built Date | 07/26/2013 | Mileage | 5 843 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 03/11/2014 09:07:48 | By | T4756RH |
| Updated | 03/18/2014 14:30:26 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|--------------------|------------------|--------------|----------------|------------|
| Dealer | 68594 | BROWN MOTORS INC | Phone | (413) 772-2111 | |
| Address | 399 FEDERAL STREET | | | | |
| City | GREENFIELD | State | MA | ZIP | 01301 1835 |
| Dealer Zone | 32 | County | FRANKLIN | Country | USA |
| Tech | Frank Prevett | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

GETTING FREQUENT MESSAGE TO CLEAN FRONT SENSOR AND CRUISE KICKS OUT
Updated: 03/11/2014 09:07:48 By T4756RH

RESOLUTION

Frank, Please see TSB 31-003-12, Check for signs of any recent collision repairs, vehicle modifications, aftermarket wheels and tires, alignment/suspension problems etc. Check the sensor mounting per the TSB. Inspect the sensor for signs of impact damage. If all this checks out you may need to replace the ACC sensor. Thanks, Rich H.

Updated: 03/11/2014 09:07:48 By T4756RH

parts ordered

Updated: 03/18/2014 14:30:26 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|------------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT8E | | Built Date | 10/04/2013 | Mileage | 6,336 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | | | | |
|---------------------------|---------------------|------------------------|--------------------------|--|--|--|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE | | | |
| Customer Complaint | C1 | CRUISE INOP | | | | |
| Created | 03/11/2014 19:29:50 | By | T7243KH | | | |
| Updated | 03/17/2014 11:39:30 | By | T2415EB | | | |

CONTACT

| | | | | | | |
|--------------------|-------------------|----------------------------------|--------------|----------------|------------|--|
| Dealer | 26777 | BOB ALLEN CHRYSLER-DODGE-JEEP OF | Phone | (502) 695-0166 | | |
| Address | 925 VERSAILLES RD | | | | | |
| City | FRANKFORT | State | KY | ZIP | 40601 4740 | |
| Dealer Zone | 42 | County | FRANKLIN | Country | USA | |
| Tech | Tim Bingham | | | | | |
| STAR | T2415EB | | | | | |

CUSTOMER CONCERN

driving at highway speeds acc stops working
Updated: 03/11/2014 19:29:50 By T7243KH

RESOLUTION

Tim when you put on the new module did the three plastic ball sockets get replace also if not need to order new ones they are a one time use. Also be sure of no aftermarket grills and may need to do a alignment on it thanks
Updated: 03/11/2014 19:29:50 By T7243KH
ADAPTIVE CRUISE CONTROL
Updated: 03/17/2014 11:39:30 By T2415EB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM0 | EO [REDACTED] | Built Date | 09/28/2013 | Mileage | 2,230 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 03/12/2014 08:25:02 | By | T4756RH |
| Updated | 03/24/2014 08:18:24 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|-------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 60167 | LITHIA CHRYSLER JEEP DODGE OF | Phone | (505) 473-1234 | |
| Address | 4470 CERRILLOS RD | | | | |
| City | SANTA FE | State | NM | ZIP | 87507 9722 |
| Dealer Zone | 70 | County | SANTA FE | Country | USA |
| Tech | Robert Anaya | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

ADAPTIVE CRUISE CONTROL IS INOP
Updated: 03/12/2014 08:25:02 By T4756RH

RESOLUTION

Robert, Please duplicate the concern before any repair attempts are made. If you need to re-align the sensor it's the dealership's responsibility to get the needed equipment to do so, consult with your dealership management. Thanks, Rich H.

Updated: 03/12/2014 08:25:02 By T4756RH

unable to duplicate

Updated: 03/24/2014 08:18:24 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT6 | EO [REDACTED] | Built Date | 06/29/2013 | Mileage | 3,200 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 03/14/2014 16:54:15 | By | T5262SM |
| Updated | 03/20/2014 14:54:56 | By | T5262SM |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 26743 | RANCHO CHRYSLER JEEP DODGE RAM | Phone | (858) 560-7100 | |
| Address | 8010 BALBOA AVENUE | | | | |
| City | SAN DIEGO | State | CA | ZIP | 92111 2417 |
| Dealer Zone | 71 | County | SAN DIEGO | Country | USA |
| Tech | Aaron Hollins | | | | |
| STAR | T5262SM | | | | |

CUSTOMER CONCERN

[REDACTED] RANCHO CHRYSLER JEEP DODGE RAM, Aaron/SA, 858-300-8122, Nav issues/Remote Start concerns/unresolved issues Product has Poor Ride Sliding Door Hardware - Buzz, Squeak, Rattles Rattles coming from dashboard Remote/Key Fob not reading location of key fob Heated Seat - Inquiry does not reset w/remote start Power Seat Inquiry easy exit seat and steering wheel not working Navigation System - Inquiry check list for on and or off settings does not hold instructions Radio/Spkr/Clock/Antenna - Intermittent/Inoperative message states to service phone Anti-Lock Brake System- Inquiry auto braking turned off on dash vehicle still brakes. I will forward email from dealer indicating full status of diagnosis and required repairs once I know who has the case.

Updated: 03/14/2014 16:54:15 By T5262SM

RESOLUTION

Spoke with the tech for the easy exit concern - the seat had to be relearned. Remote Start -heated seats would not work - tech found a flash to fix SB 24-002-13. For the BSR's tech test drove with SM and Shop Foreman and could not duplicate. For the radio concerns tech has ordered a new radio. For the collision avoidance concern the tech has to adjust the front sensor and realign. Shop Foreman verified all concern were addressed. Advised it sounds like everything was address. I will keep the case open for a few days incase tech assistance is needed.

Updated: 03/14/2014 16:54:15 By T5262SM

Spoke with service advisor and the repairs are complete and the vehicle was returned to the customer. Dealer has the radio ordered and will have the customer come back when the radio is in.

Updated: 03/20/2014 14:54:56 By T5262SM

Field Report

VEHICLE

| | | | | | | |
|---------------------|------------|-----------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFDJ0E | | Built Date | 04/24/2013 | Mileage | 16,000 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------------|
| Case Ref | | Component Group | 23 - BODY/SHEET METAL |
| Customer Complaint | 68 | NOISY | |
| Created | 03/17/2014 13:54:08 | By | T8954CC |
| Updated | 03/20/2014 15:11:33 | By | T8954CC |

CONTACT

| | | | | | |
|--------------------|-------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 62410 | CLARK CHRYSLER JEEP DODGE RAM | Phone | (978) 683-8775 | |
| Address | 175 PELHAM STREET | | | | |
| City | METHUEN | State | MA | ZIP | 01844 1520 |
| Dealer Zone | 32 | County | ESSEX | Country | USA |
| Tech | Brian EATON | | | | |
| STAR | T8954CC | | | | |

CUSTOMER CONCERN

CLARK CHRYSLER, Brian/SM, 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.
Updated: 03/17/2014 13:54:08 By T8954CC

RESOLUTION

SM/Brian indicated RRT14-014 for ELSD flash and that they were still in progress of diagnosing. SM to follow up.
Updated: 03/17/2014 13:54:08 By T8954CC

TS advised to check SOL S1423000010 for possible creak at C-pillar.
Updated: 03/17/2014 17:18:43 By T8954CC

SM advised that SOL corrected creak at right C-pillar panel/joint. Driver's rear sway link was loose and corrected, greased the plastic inserts for seat squeak and rattle, radio updated to 13.48 and completed RRT 14-014. SM advised that Hood pad was ordered and that tech was in process of inspecting FCW sensor and performing calibration/relearn. SM advised he would follow up when done and vehicle would be returned to customer pending hood pad availability. SM to follow up to close case.
Updated: 03/18/2014 12:19:29 By T8954CC

TS left VM for SA to follow up with status of the vehicle/part.
Updated: 03/20/2014 12:49:36 By T8954CC

SM advised that repairs were completed and vehicle was returned to the customer pending hood pad availability. SM stated that customer would wait for repair when returning and TS authorized repair with no need to follow up unless additional concerns were present upon return. TS advised that case would be closed.
Updated: 03/20/2014 15:11:33 By T8954CC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG8 | EC [REDACTED] | Built Date | 07/30/2013 | Mileage | 5,000 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 03/17/2014 14:48:51 | By | T9818LA |
| Updated | 03/25/2014 19:17:01 | By | T6000JW |

CONTACT

| | | | | | |
|--------------------|-------------------|------------------------------|--------------|----------------|------------|
| Dealer | 60494 | RYAN CHRYSLER DODGE JEEP RAM | Phone | (763) 682-2424 | |
| Address | 1000 HIGHWAY 55 E | | | | |
| City | BUFFALO | State | MN | ZIP | 55313 8923 |
| Dealer Zone | 74 | County | WRIGHT | Country | USA |
| Tech | Jason Kendall | | | | |
| STAR | T6000JW | | | | |

CUSTOMER CONCERN

Vehicle says FCW in cluster and vehicle wants to stop on its own.
Updated: 03/17/2014 14:48:51 By T9818LA

RESOLUTION

Jason, ACC MODULE MOUNTING AND LENS ALIGNMENT are critical. Lets perform anADAPTIVE CRUISE CONTROL VERIFICATION TEST, ACC vertical alignment. Heavy rain, snow, ice, and fog can cause the ACC system to become inoperative. This is considered as a normal operational reaction of the ACC system and no repair is necessary. Make sure we dont have aftermarket grill or accident. Please update me.

Updated: 03/17/2014 14:48:51 By T9818LA

Performed camera alignment procedure in ACC

Updated: 03/25/2014 19:17:01 By T6000JW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG4 | EC1 | Built Date | 04/13/2013 | Mileage | 21,909 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 03/20/2014 10:46:15 | By | T9818LA |
| Updated | 03/21/2014 14:03:49 | By | T2415EB |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| B1F05-13 | Electrochromatic Mirror Control Circuit-Circuit Open | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|----------------|----------------------------------|--------------|----------------|-------|
| Dealer | 65888 | COUNTRY CLUB CHRYSLER DODGE JEEP | Phone | (304) 624-7611 | |
| Address | ROUTE 19 SOUTH | | | | |
| City | CLARKSBURG | State | WV | ZIP | 26301 |
| Dealer Zone | 35 | County | HARRISON | Country | USA |
| Tech | Timothy Smith | | | | |
| STAR | T2415EB | | | | |

CUSTOMER CONCERN

adaptive cruise and front collision will not work on interstate
Updated: 03/20/2014 10:46:15 By T9818LA

no vehicle wasn't in accident will try like vehicle
Updated: 03/20/2014 11:33:56 By T9818LA

drove like vehicle and vehicle that I drove did not have same symptoms worked properly the thing I noticed on customers vehicle was some small scratches on the front sensor lens
Updated: 03/20/2014 11:33:56 By T9818LA

ok ty
Updated: 03/20/2014 14:38:33 By T9818LA

is there something I can do to get this part released parts are telling me they cant get the front sensor
Updated: 03/21/2014 14:03:49 By T2415EB

RESOLUTION

Timothy, There might be some road conditions that ACC would disable itself pending road conditions, compare to like vehicle and same road conditions. With that missing bezel part, was this vehicle in a accident? We can always perform an ACC alignment test. Also monitor status with Witech to see when concern is present what the PCM is doing. Make sure swith inputs are not sticking.
Updated: 03/20/2014 10:46:15 By T9818LA

Timothy, I believe if it has visible scratches it would affect it, so I would replace it. Also make sure all flashes have been performed, including for SCCM. Keep me updated please.

Updated: 03/20/2014 11:33:56 By T9818LA

Timothy, thanks for the update. Let me know how it goes from here, if you need further assistance update ticket, if confirmed fix close ticket on your end with detail fix. Thanks.

Updated: 03/20/2014 14:38:33 By T9818LA

waiting on parts dont known when parts will be here

Updated: 03/20/2014 15:57:26 By T2415EB

Additional information required. waiting on parts dont known when parts will be here

Updated: 03/20/2014 15:58:29 By T2415EB

REPLACED BEZEL AND TEST DROVE (77-1680 TIMMY-) CUSTOMER STATES PERFORM LATEST SOFTWARE UPDAT R CUSTOMER SATISFACTION UPDATE AVAILABLE ON PCM AND AMPLIFIER PERFORMED UPDATES ON PCM AND AMP (77-1680 TIMMY-) 16 MULTI POINT INSPECTION 16 POINT INSPECTION PROVIDED CUSTOMER WITH FUTURE MAINT. SHEET (77-1680 TIMMY-)

Updated: 03/21/2014 14:03:49 By T2415EB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM0 | EC [REDACTED] | Built Date | 09/26/2013 | Mileage | 7,684 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 03/20/2014 13:52:42 | By | T1990NP |
| Updated | 05/28/2014 11:24:55 | By | T2409DC |

CONTACT

| | | | | | |
|--------------------|-------------------|------------------------------------|--------------|----------------|------------|
| Dealer | 67188 | BROOKFIELD CHRYSLER DODGE JEEP RAM | Phone | (269) 927-6600 | |
| Address | 1845 PIPESTONE RD | | | | |
| City | BENTON HARBOR | State | MI | ZIP | 49022 2303 |
| Dealer Zone | 42 | County | BERRIEN | Country | USA |
| Tech | Benjamin Hausmann | | | | |
| STAR | T2409DC | | | | |

CUSTOMER CONCERN

ACC will randomly display "BRAKE" across evic.

Updated: 03/20/2014 13:52:42 By T1990NP

it happens weather on short or long setting test drove like equipped 3.6 l grand Cherokee and Durango neither did it. do not have another diesel.. no aftermarket accys

Updated: 03/20/2014 15:21:24 By T1990NP

performed the battery disconnect, customer removed his toll pass and other items, and has been driving regularly. and has called back to report that the problem still persists.

Updated: 04/04/2014 17:01:30 By T1990NP

RESOLUTION

Benjamin, are all modules up to date per TechTools? If so, are there any aftermarket accys. (including alarm, remote start, cell charger, speed pass, toll pass, Zune mp3, Blackberry, I pod, etc) or MOPAR add ons installed on vehicle that could cause that could cause EMI? If not, how many distance bars is set? Does concern occur when tailgating? Compare to at least 2 other like equipped(yr/model/sales code/software) vehicles under the same conditions to see if it is operating as designed. If you have none in service or on used car lot, see if any other dealers in town have one you can borrow. Thank you, Neil

Updated: 03/20/2014 13:52:42 By T1990NP

Benjamin, are all modules up to date per TechTools? If so, are there any aftermarket accys. (including alarm, remote start, cell charger, speed pass, toll pass, Zune mp3, Blackberry, I pod, etc) or MOPAR add ons installed on vehicle that could cause that could cause EMI? If not, does it occur more on a bumpy road? Or with more traffic? Perform a battery disconnect with capacitive discharge(jump both terms together) for 5 min. Re-test. Thank you, Neil

Updated: 03/20/2014 15:21:24 By T1990NP

Benjamin, does it occur more on a bumpy road? Or when there is a lot of traffic? I am escalating case due to lack of progress. Someone will respond back or contact you. You will not need to resubmit ticket. Thank you, Neil

Updated: 04/04/2014 17:01:30 By T1990NP

Spoke with technician in regards to the concern. The front end alignment is straight.

Updated: 04/07/2014 09:06:18 By T7002ES

Tech states DROVE VEHICLE MULTIPLE TIMES AND CHECKED SENSOR COULD NOT FIND FAULT WITH ACC SYSTEM WORKING PROPERLY AT THIS TIME

Updated: 05/28/2014 11:24:55 By T2409DC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-----|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT6 | EO [REDACTED] | Built Date | 01/28/2014 | Mileage | 447 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------------|----------------------------------|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | RIO | RADIO/INFOTAINMENT OPERATION | |
| Created | 03/21/2014 11:24:23 | By | T3084AL |
| Updated | 03/21/2014 15:17:46 | By | T3084AL |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 42249 | GROVE CITY CHRYSLER JEEP DODGE | Phone | (724) 748-4070 | |
| Address | 1685 W MAIN STREET | | | | |
| City | GROVE CITY | State | PA | ZIP | 16127 4433 |
| Dealer Zone | 35 | County | MERCER | Country | USA |
| Tech | James Regrut | | | | |
| STAR | T3084AL | | | | |

CUSTOMER CONCERN

navigation voice commands not understood / also adaptive braking system is not working
Updated: 03/21/2014 11:24:23 By T3084AL

customer said that there is no warnings and that he almost rear ended a car . the radio is up to date at the latest 13.48.13 the nav problem is after you say navigate to then it dosent understand the street # street name city and state. tried a ra4 on lot it worked normaly .also used vr for radio in customers jeep pulled radio stations up normaly.
Updated: 03/21/2014 12:24:23 By T3084AL

there are no codes in any module .i cant get any wanings but i cant bring myself to an impact without responding
Updated: 03/21/2014 12:24:23 By T3084AL

reinstalled 13.48.3 put in sleep cycle retested still will not nav to address display shows did not understand . also customer just informed of it wont always pull songs from sd card
Updated: 03/21/2014 15:17:46 By T3084AL

RESOLUTION

James, verify the RA4 radios software version is current at 13.48.3. If you retest this navigation concern in another like vehicle with the RA4 radio what is the result? What voice command is the customer using that is not understood or are all voice commands not understood? For the adaptive braking concern, are there any related codes? Please describe how adaptive braking system inop has been verified. Tony.
Updated: 03/21/2014 11:24:23 By T3084AL

James, suggest to reflash the radio with the 13.48.3 software version. Perform a bus sleep cycle and retest the navigation concern. Tech connect states: 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. It goes on to state: Does not react to pedestrians, oncoming vehicles, and stationary objects (e.g., a stopped vehicle in a traffic jam or a disabled vehicle). Verify that the vehicle in front of you is moving near the same speed, verify that the road is not a turn lane or highway off ramp; roads that are winding, icy, snow-covered, slippery, or have steep uphill or downhill slopes. Verify this concern and compare with another like vehicle with the ACC system. Tony.

Updated: 03/21/2014 12:24:23 By T3084AL

James, sorry for the delay in response. Try this before replacing the radio. Simultaneously press the up/down temperature keys for 10 seconds. The radio will go into engineering mode. Scroll down and select reset to factory defaults. Perform a bus sleep cycle and retest the concern. If the concern is still present after the reset and bus sleep cycle. Radio replacement would then be suggested. While on the phone we have performed the reset procedure and the concern is still present. Suggest to replace the radio and retest both the navigation and sd card concerns. With no codes, i would have to suspect that the fwc system may be working correctly, we have found that the system is enabled in the radio. Test the system to verify correct operation and compare to a like vehicle. Tony.

Updated: 03/21/2014 15:17:46 By T3084AL

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT8 | EC1 [REDACTED] | Built Date | 02/27/2013 | M leage | 1 ,805 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | WQ | GRABS | |
| Created | 03/24/2014 16:47:24 | By | T2415EB |
| Updated | 03/24/2014 16:47:24 | By | T2415EB |

CONTACT

| | | | | | |
|--------------------|----------------|------------------------------|--------------|----------------|------------|
| Dealer | 45119 | CHAMPION CHRYSLER JEEP DODGE | Phone | (317) 872-6200 | |
| Address | 4505 W 96TH ST | | | | |
| City | INDIANAPOLIS | State | IN | ZIP | 46268 3107 |
| Dealer Zone | 42 | County | MARION | Country | USA |
| Tech | Mark Rubin | | | | |
| STAR | T2415EB | | | | |

CUSTOMER CONCERN

CUSTOMER STATED VEHICLE DIPLAYED BRAKE MESSAGE ON EVIC, WARNING TONE SOUNDED, AND VEHICLE BRAKES LOCKED UP ON THIER OWN FOR A BRIEF TIME.

Updated: 03/24/2014 16:47:24 By T2415EB

RESOLUTION

CONTACTED ENGINEERING FOR THIS CONCERN. STAR CENTER WOULD NOT ALLOW CALL TO GO THROUGH

Updated: 03/24/2014 16:47:24 By T2415EB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBM4 | EO [REDACTED] | Built Date | 12/13/2013 | Mileage | 1 563 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|-------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZO | WON'T GO OUT / TURN OFF | |
| Created | 03/26/2014 19:50:28 | By | 1990NP |
| Updated | 04/09/2014 10:29:15 | By | T1990NP |

CONTACT

| | | | | | |
|--------------------|------------------|-----------------|--------------|----------------|------------|
| Dealer | 24230 | THE FARICY BOYS | Phone | (719) 636-1333 | |
| Address | 4950 NEW CAR DR | | | | |
| City | COLORADO SPRINGS | State | CO | ZIP | 80923 8813 |
| Dealer Zone | 74 | County | EL PASO | Country | USA |
| Tech | Nate Smith | | | | |
| STAR | T1990NP | | | | |

CUSTOMER CONCERN

customer has error messag to clean front camera sensor even if cruse is off
Updated: 03/26/2014 19:50:28 By T1990NP

RESOLUTION

Nate, Let's check the alignment of the camera module. If it is not damaged the next step is to perform the alignment process. See STANDARD PROCEDURE - ADAPTIVE SPEED CONTROL SENSOR ALIGNMENT for the process. Thank you, Neil

Updated: 03/26/2014 19:50:28 By T1990NP

re-calibrated camera

Updated: 04/09/2014 10:29:15 By T1990NP

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG9 | EC [REDACTED] | Built Date | 08/07/2013 | Mileage | 19,848 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 03/27/2014 16:30:33 | By | T3083CK |
| Updated | 04/10/2014 19:55:43 | By | T1990NP |

CONTACT

| | | | | | |
|--------------------|---------------------|------------------------|--------------|----------------|------------|
| Dealer | 23097 | BRADSHAW CHRYSLER JEEP | Phone | (860) 274-8834 | |
| Address | 554-581 MAIN STREET | | | | |
| City | OAKVILLE | State | CT | ZIP | 06779 1991 |
| Dealer Zone | 32 | County | LITCHFIELD | Country | USA |
| Tech | M SEMANOFF | | | | |
| STAR | T1990NP | | | | |

CUSTOMER CONCERN

Customer states that the acc/fcw activates randomly. He gets a "clean radar sensor in front of vehicle." Judging by the rest of the car I'm sure the sensor is crystal clear. It's secure and the plug is tight. I have the TT for the sensor. Could there be any other thing causing this issue? We have not witnessed the issue.

Updated: 03/27/2014 16:30:33 By T3083CK

RESOLUTION

Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module.

Updated: 03/27/2014 16:30:33 By T3083CK

Car has not returned yet. I ordered a module for it.

Updated: 04/10/2014 19:55:43 By T1990NP

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT7 | EC [REDACTED] | Built Date | 02/25/2013 | Mileage | 1 ,256 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 03/27/2014 17:27:39 | By | T6104LN |
| Updated | 04/01/2014 15:06:12 | By | T6104LN |

CONTACT

| | | | | | |
|--------------------|--------------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 41007 | DICK GREENFIELD DODGE CHRYSLER | Phone | (609) 882-1000 | |
| Address | 2700 BRUNSWICK PIKE RT 1 | | | | |
| City | LAWRENCEVILLE | State | NJ | ZIP | 08648 4107 |
| Dealer Zone | 35 | County | MERCER | Country | USA |
| Tech | Eric Hewitt | | | | |
| STAR | T6104LN | | | | |

CUSTOMER CONCERN

forward collision warning is acting erratically. vehicle chimes and says BRAKE!!! on the instrument cluster when there is nothing in front of you. there are no dtcs and the lens was dirty due to salt, we cleaned it off and it is still doing the same thing.

Updated: 03/27/2014 17:27:39 By T6104LN

I can duplicate the issue

Updated: 03/27/2014 18:13:28 By T6104LN

I did see that case. I somewhat understand the theory of how it works but my question is, with no dtcs, what do i want to look for and in what modules to determine the cause when this happens. customer never had an alignment performed and this started happening about two weeks ago.

Updated: 03/28/2014 13:50:42 By T6104LN

RESOLUTION

Hi Eric, Thanks for the info. With no DTCs and not being able to duplicate the issue there may not be much we can do right now other than to continue to try and duplicate the concern. Keep me posted. Thanks, Larry N

Updated: 03/27/2014 17:27:39 By T6104LN

Hi Eric, Check out STAR case S1308000274. I also found this: ADAPTIVE CRUISE CONTROL (ACC) — IF EQUIPPED (description). I only found related cases that were opposite of what you have. Did the customer say when this started to happen? Did the vehicle have an alignment done somewhere? Keep me posted. Larry

Updated: 03/27/2014 18:13:28 By T6104LN

Hi Eric, what I find most of all is the positioning of the sensor being out of the original position. This can also happen after bigger or smaller tires are installed, front license plate etc. What you would be looking for is an inhibitor, similar to what stops the sliding doors on our vans. I would start with this. Larry

Updated: 03/28/2014 13:50:42 By T6104LN

we realigned the front sensor and it seemed to fix the problem. will reopen if problem reoccurs at any point

Updated: 04/01/2014 15:06:12 By T6104LN

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG9 | EO [REDACTED] | Built Date | 02/23/2013 | Mileage | 17,801 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | OZ | INACCURATE | |
| Created | 03/28/2014 15:59:02 | By | T5218JH |
| Updated | 04/08/2014 13:37:51 | By | T5218JH |

CONTACT

| | | | | | |
|--------------------|------------------|----------------------------|--------------|----------------|------------|
| Dealer | 60428 | BETTENHAUSEN CHRYSLER JEEP | Phone | (708) 460-5337 | |
| Address | 15941 S 94TH AVE | | | | |
| City | ORLAND PARK | State | IL | ZIP | 60462 5522 |
| Dealer Zone | 51 | County | COOK | Country | USA |
| Tech | Timothy Tomczak | | | | |
| STAR | T5218JH | | | | |

CUSTOMER CONCERN

when driving randomly evic will display acc not available sensor blinded.
Updated: 03/28/2014 15:59:02 By T5218JH

RESOLUTION

Timothy, You need to verify the sensor is properly aligned. Also make sure all of the front end parts are not damaged and there are no aftermarket items. Look at the tires and wheels to be factory installed. Check the front end alignment and tire pressure. Then use the special alignment tool and follow the steps for the sensor alignment. If it still says sensor is blinded, then get a new sensor and recheck. Make sure your scan tool is up to date if you are using it to aim the acc sensor. Let us know what you find. Joe C14A5-00-SENSOR BLINDED

Updated: 03/28/2014 15:59:02 By T5218JH

had to order sensor.

Updated: 04/08/2014 13:37:51 By T5218JH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT4 | EC [REDACTED] | Built Date | 02/04/2013 | Mileage | 3,898 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | ABS | ABS/ESP LIGHT ON | |
| Created | 03/31/2014 10:56:41 | By | T6214CH |
| Updated | 03/31/2014 15:54:36 | By | T2415EB |

CONTACT

| | | | | | |
|--------------------|-----------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 63515 | GLENDALE CHRYSLER JEEP DODGE RAM | Phone | (314) 965-5100 | |
| Address | 10070 MANCHESTER ROAD | | | | |
| City | GLENDALE | State | MO | ZIP | 63122 1827 |
| Dealer Zone | 51 | County | ST LOUIS | Country | USA |
| Tech | Jason Evans | | | | |
| STAR | T2415EB | | | | |

CUSTOMER CONCERN

customer states that red brake light flashes at times while driving. No codes set, can not duplicate concern. found star case 60534560 for technician confirmed repair where he replaced abs module. Didn't want to just throw a module at it before contacting you.

Updated: 03/31/2014 10:56:41 By T6214CH

No modifications to the vehicle. No codes stored or active. Im confused about you saying "lets see if this is something normal with ACC operation." The red brake light is flashing at times when driving. As far as I know the red brake light does not flash when using ACC. Also the star case states that he replaced the abs module for this concern. Is there an issue with the ABS modules?

Updated: 03/31/2014 12:58:41 By T6214CH

RESOLUTION

Hey Jason, any modifications-codes at all active or stored? Also, this has ACC. Lets see if this is something normal with ACC operation. Search dealer connect and run the ADAPTIVE CRUISE CONTROL VERIFICATION TEST. Let me know, Craig

Updated: 03/31/2014 10:56:41 By T6214CH

Ok Jason, per three previous cases, two noted the red brake light flashing, one said the ABS/brake light flashing, two sited this started when the ACC was activated. The resolutions weren't clear, but all 3 had loss of communication codes stored against the ABS module. I wanted you to test the ACC on the road to see if we could get a duplication. I don't see the tie to the brake light either, but one case stated the brakes were self applying as well. Our case has no codes or duplication. Can the customer advise as to what conditions we might aquire a dup? Let me know, Craig

Updated: 03/31/2014 12:58:41 By T6214CH

normal condition - forward collosion warning is activating. Customer was not familiar with operation of system. called back customer and got him describe what was going on in more detail.

Updated: 03/31/2014 15:54:36 By T2415EB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG6 | EC [REDACTED] | Built Date | 10/07/2013 | Mileage | 3,975 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 04/02/2014 14:25:14 | By | T1072J1 |
| Updated | 04/29/2014 11:33:04 | By | T1072J1 |

CONTACT

| | | | | | |
|--------------------|----------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 45495 | WESTGATE CHRYSLER JEEP DODGE RAM | Phone | (919) 865-5000 | |
| Address | 6421 OLD WESTGATE RD | | | | |
| City | RALEIGH | State | NC | ZIP | 27617 4630 |
| Dealer Zone | 66 | County | WAKE | Country | USA |
| Tech | Jared Wilson | | | | |
| STAR | T1072J1 | | | | |

CUSTOMER CONCERN

ACCM IS DISABLED
Updated: 04/02/2014 14:25:14 By T1072J1

RESOLUTION

Jared contacted Star regarding ACC that works for few miles and then stops working. Message appears clean sensor. He has performed calibration and never sets any DTC's. Advise to replace ACC module, complete an alignment procedure and retest. Jay

Updated: 04/02/2014 14:25:14 By T1072J1

ORDERED A NEW CAMERA FOR THE FRONT BUMPER COVER. CAR HAS NOT BEEN BROUGHT BACK AND PART IS ON BACK ORDER.

Updated: 04/29/2014 11:33:04 By T1072J1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG2 | EC [REDACTED] | Built Date | 03/30/2013 | Mileage | 2 905 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 04/03/2014 15:51:10 | By | T5929DH |
| Updated | 04/03/2014 15:51:10 | By | T5929DH |

CONTACT

| | | | | | |
|--------------------|---------------------------|----------------------------|--------------|----------------|------------|
| Dealer | 57778 | NAPLES DODGE CHRYSLER JEEP | Phone | (239) 594-2100 | |
| Address | 6381 AIRPORT PULLING ROAD | | | | |
| City | NAPLES | State | FL | ZIP | 34109 2015 |
| Dealer Zone | 66 | County | COLLIER | Country | USA |
| Tech | Al Smith | | | | |
| STAR | T5929DH | | | | |

CUSTOMER CONCERN

[REDACTED] NAPLES DODGE CHRYSLER JEEP Chuck sa 828-692-8777 Customer concern: forward collision warning system not working not applying brake when it should Dealer diagnosis: found no codes STAR S130800024 advised no test
Updated: 04/03/2014 15:51:10 By T5929DH

RESOLUTION

Spoke with Chuck - Dealer advised technicians diagnostics are NPF / system operating as designed. Dealer advised there are no codes, the Adaptive cruise control operation is normal, and it does not recognize anything it should not. Dealer advised per a STAR Case they should not test the vehicle to confirm if the brakes will apply just prior to an impact. TS advised this is correct, the dealer should not test this option. TS advised the dealer could have the customer demonstrate this for them, but still would not be advisable. TS advised based on the information above, the CMS system (collision mitigation system / ACC and FCW) is operating as designed. TS advised the brakes will pulse (not full application), just before a collision is imminent / unavoidable (which is why it is not advisable to test). TS closed the claim, vehicle operation is normal, expected the customer to pick up the vehicle today.
Updated: 04/03/2014 15:51:10 By T5929DH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG2 | EC1 [REDACTED] | Built Date | 04/05/2013 | Mileage | 0,377 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZV | LOCKS - LOCKS UP | |
| Created | 04/09/2014 11:16:32 | By | T5463KY |
| Updated | 04/24/2014 08:48:41 | By | T5463KY |

CONTACT

| | | | | | |
|--------------------|-----------------------|--------------------------|--------------|----------------|------------|
| Dealer | 45126 | HAWK CHRYSLER DODGE JEEP | Phone | (708) 366-1001 | |
| Address | 7911 W ROOSEVELT ROAD | | | | |
| City | FOREST PARK | State | IL | ZIP | 60130 2526 |
| Dealer Zone | 51 | County | COOK | Country | USA |
| Tech | Carlene Blizzard | | | | |
| STAR | T5463KY | | | | |

CUSTOMER CONCERN

[REDACTED] HAWK CHRYSLER, Sam\SA or Tech\Scott, 7084056144, FCW light comes on with no vehicle in front.
Updated: 04/09/2014 11:16:32 By T5463KY

RESOLUTION

TS left a VM for (SA) Sam
Updated: 04/09/2014 11:16:32 By T5463KY
Spoke to (SA) Sam -- TS advised dealer to diagnose and report back with finding Call after 3 pm
Updated: 04/09/2014 15:44:17 By T5463KY
TS left a VM for (SA) Sam
Updated: 04/14/2014 12:35:48 By T5463KY
Spoke to (SA) Carlene-- Dealer advised TS, Tech found FCW Sensor out of alignment.. Tech readjusted sensor, Road test vehicle.. Issue resolved
Updated: 04/14/2014 12:53:49 By T5463KY
Customer add on -- Horn goes off at times-- Tech inspected vehicle found the hood latch internally shorted.. TS authorizes a new hood latch.. Vehicle complete and ready
Updated: 04/24/2014 08:48:41 By T5463KY

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT0 | EC | Built Date | 03/08/2013 | Mileage | 2 ,293 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | TH | FLUCTUATION/CYCLING/INTERMITTENT | |
| Created | 04/10/2014 08:19:03 | By | T0717DB |
| Updated | 04/17/2014 11:26:27 | By | T7465MA |

CONTACT

| | | | | | |
|--------------------|--------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 60415 | FORT COLLINS DODGE CHRYSLER JEEP | Phone | (970) 226-5340 | |
| Address | 3835 S COLLEGE AVE | | | | |
| City | FORT COLLINS | State | CO | ZIP | 80525 3013 |
| Dealer Zone | 74 | County | LARIMER | Country | USA |
| Tech | Ronnie Randall | | | | |
| STAR | T7465MA | | | | |

CUSTOMER CONCERN

CUSTOMER SAID ACC WILL APPLY BRAKES WITHOUT BEING ENGAGED AND CLEAN SENSOR LAMP AND SERVICE ACC WILL COME ON IN EVIC FOR A MOMENT THEN GO OUT HAVE NOT BEEN ABLE TO DUPLICATE P0585-00

Updated: 04/10/2014 08:19:03 By T0717DB

no

Updated: 04/10/2014 10:42:54 By T0717DB

RESOLUTION

Has any body damage been repaired?

Updated: 04/10/2014 08:19:03 By T0717DB

Unless you can duplicate take no action.

Updated: 04/10/2014 10:42:54 By T0717DB

i replaced scm and cruise switch even though star agent said "take no action" we cannot have a customer with a problem and a fault code be told chrysler doesn't want to help us fix your jeep because we can't make it happen right now

Updated: 04/17/2014 11:22:55 By T2415EB

Additional information required. i replaced scm and cruise switch even though star agent said "take no action" we cannot have a customer with a problem and a fault code be told chrysler doesn't want to help us fix your jeep because we can't make it happen right now Technician Closure Requested

Updated: 04/17/2014 11:26:27 By T7465MA

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM4 | EC [REDACTED] | Built Date | 01/12/2014 | Mileage | 1,594 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 04/21/2014 10:24:47 | By | T1990NP |
| Updated | 06/17/2014 12:30:25 | By | T1990NP |

CONTACT

| | | | | | |
|--------------------|-----------------|---------------------------------|--------------|----------------|------------|
| Dealer | 42174 | ALLEN MELLO CHRYSLER JEEP DODGE | Phone | (603) 888-7550 | |
| Address | 13 MARMON DRIVE | | | | |
| City | NASHUA | State | NH | ZIP | 03060 5205 |
| Dealer Zone | 32 | County | HILLSBOROUGH | Country | USA |
| Tech | Matthew Smith | | | | |
| STAR | T1990NP | | | | |

CUSTOMER CONCERN

message says adaptive cruise not available
Updated: 04/21/2014 10:24:47 By T1990NP

RESOLUTION

Active C14A5-00-SENSOR BLINDED MODULE, Adaptive Cruise Control (ACC) Tech performed both alignment processes. He has module ordered but there is a note to contact engineer, which was done. Engineer returned call and left message w/ E/Mail contact details. Advise to record freeze frame and environmental data to aid in duplicating concern, and verifying repair. Thank you, Neil

Updated: 04/21/2014 10:24:47 By T1990NP

Matthew, what is the repair status of this vehicle? If not at shop, or if repaired; please document the answers per STAR response and close the ticket on you end so we can close it on ours; & not have it open more than the recommended 5 days. We can always reopen ticket if needed in future. Thank you, Neil

Updated: 05/16/2014 17:51:54 By T1990NP

non-value add closure due to no response or diag results

Updated: 06/17/2014 12:30:25 By T1990NP

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM9 | EC3 [REDACTED] | Built Date | 10/02/2013 | Mileage | 4,543 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 04/23/2014 18:48:39 | By | T1806WJ |
| Updated | 05/08/2014 11:24:43 | By | T1806WJ |

CONTACT

| | | | | | |
|--------------------|------------------|-----------------------------------|--------------|----------------|------------|
| Dealer | 41080 | CARL BURGER'S DODGE CHRYSLER JEEP | Phone | (619) 463-9321 | |
| Address | 8355 HERCULES ST | | | | |
| City | LA MESA | State | CA | ZIP | 91942 2921 |
| Dealer Zone | 71 | County | SAN DIEGO | Country | USA |
| Tech | Jim Fangman | | | | |
| STAR | T1806WJ | | | | |

CUSTOMER CONCERN

| |
|---|
| <p>cust states that they get a warning stating brake for collision avoidance, <i>Updated: 04/23/2014 18:48:39 By T1806WJ</i></p> <p>cust had taken vehicle after I had talked with you, cust brought back today connected scan tool no fault codes in any module this time, removed alarm system and road tested vehicle and in red letters cluster displayed brake and chime also came on, this did it only twice on me once when a car in lane on my left made a lane change into my lane car was about a car length in front of me and one time when a car was on the right of me in other lane, cust states it will also do it with no cars around him and he says it only does it in the slow lane, and that's when it did it on me i read in owners manual under fcw you can change setting in radio from far to near is this just for frontal waring or does this also effect side collision warning, also i set to near, cust has taken vehicle and will bring back if you have any ideas what i need to do or if this is normal <i>Updated: 04/25/2014 16:23:49 By T1806WJ</i></p> <p>I CHANGED SETTING IN RADIO FOR FCW IN RADIO FROM FAR TO NEAR, CUST HAS TAKEN VEHICLE AND CALLED BACK TODAY SAYING HE IS STILL GETTING BRAKE WARNING IN CLUSTER, AFTER MARKET ALARM IS OUT OF VEHICLE AND THERE ARE NO FAULT CODES, CUST ALSO STATES IT ONLY DOES THIS WHEN HE IS IN THE SLOW LANE IM NOT SURE IF IT IS A SENSOR IN BUMPER CAUSING THIS, OR DOES THE MIRROR HAVE A SENSOR THAT CONTROLS INFO FOR SIDE COLLISION WARNING YOUR INPUT WOULD BE OF GREAT HELP FOR ME ON THIS CUST STILL HAS VEHICLE AT THIS TIME WILL HAVE CUST COME BACK IN IF YOU HAVE ANY IDEAS OF WHAT I SHOULD TRY <i>Updated: 04/30/2014 17:50:12 By T1806WJ</i></p> <p>HIGH IT JIM AGAIN I GOT VEHICLE BACK FOR ISSUE OF BRAKE WARNING ON DASH, I FEEL STUPID SINCE I HAD NO FAULT CODES I DID NOT CHECK EYE DURING OTHER TIMES I HAD VEHICLE I LOOKED AT IT THIS TIME AND I CHECKED WITH ANOTHER JEEP AND FOUND THAT JEEP WAS MISSING BEZEL FOR EYE UNLESS YOU LOOKED AT ANOTHER ONE IT DID NOT LOOK LIKE ANYTHING WAS MISSING, REPLACED BEZEL FOR ACC EYE AND IT IS WORKING FINE NOW, THANKS FOR ALL OF YOUR HELP AND INPUT ON THIS I KINDA WAISTED YOUR TIME ON THIS <i>Updated: 05/08/2014 09:31:22 By T1806WJ</i></p> |
|---|

RESOLUTION

Hi Jim, Yes the aftermarket alarm could be causing the concern. The FCW+ system gathers data from many modules to make the determination if action needs to be taken to avoid a collision. I would disconnect and remove all hardware, wiring and components of any aftermarket equipment and then recheck operation. Please update the case if further assistance is required. Thanks Walter

Updated: 04/23/2014 18:48:39 By T1806WJ

Hi Jim, That setting should be for both FCW and side collision warning. Let's see if the customer returns with the concern again and if so just update the ticket. Walter

Updated: 04/25/2014 16:23:49 By T1806WJ

Hi Jim, Sorry for the delay in response as I have been off the last few days. The FCW uses the camera in the rear view mirror, input from the BSM system and the radar in front for the ACC and some other modules to gather information for that system. The fact that there are no DTC's setting and no other errors or messages that something is out of alignment or adjustment tells me that it is working normal. Can you try driving a similar vehicle in the same location that you got this vehicle to act up and see if the concern shows up on the similar vehicle to help identify if it is standard operation or something wrong with this vehicle. Thanks Walter

Updated: 04/30/2014 17:50:12 By T1806WJ

Hi Jim, Thanks for the update and great find and I learned one new thing to have the techs check if we see this concern again so it was a very valuable learning experience. Please close the ticket in tech connect if no further assistance is needed. Thanks Walter

Updated: 05/08/2014 09:31:22 By T1806WJ

Tech requested case closure. REPLACED MISSING BEZEL FOR ACC EYE

Updated: 05/08/2014 11:24:43 By T1806WJ

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT2 | EC1 [REDACTED] | Built Date | 02/02/2013 | Mileage | 9,695 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 04/25/2014 10:35:01 | By | T1990NP |
| Updated | 05/02/2014 11:38:31 | By | T1990NP |

CONTACT

| | | | | | |
|--------------------|---------------------|-------------------------|--------------|----------------|------------|
| Dealer | 23446 | DUNNING MOTOR SALES INC | Phone | (740) 439-4465 | |
| Address | 9102 SOUTHGATE ROAD | | | | |
| City | CAMBRIDGE | State | OH | ZIP | 43725 8005 |
| Dealer Zone | 42 | County | GUERNSEY | Country | USA |
| Tech | LOU SAKI | | | | |
| STAR | T1990NP | | | | |

CUSTOMER CONCERN

DIRTY SENSOR COMES UP ON DIC,CRUISE QUILTS,THEY CLEAN SENSOR STILL COMES UP.THERE ARE UPDATES FOR PCM,TCM,AIR SUSPENSION AND AMP.I SENT SCAN REPORT
Updated: 04/25/2014 10:35:01 By T1990NP

RESOLUTION

Lou, if there is no front-end protector, or an aftermarket grill; perform re-alignment of sensor. Also perform all available updates; sometimes, STAR sees cases where there was an unpublished fix included in flash that wasn't documented in a TSB. Thank you, Neil

Updated: 04/25/2014 10:35:01 By T1990NP

updated modules,leveled sensor for adaptive cruise

Updated: 05/02/2014 11:38:31 By T1990NP

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKTP74 | JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY | | |
| VIN | 1C4RJEBG0 | EC [REDACTED] | Built Date | 06/24/2013 | Mileage | 9,436 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | PP | POOR PERFORMANCE | |
| Created | 04/25/2014 17:04:17 | By | T8577KO |
| Updated | 06/02/2014 10:57:46 | By | T8577KO |

CONTACT

| | | | | | |
|--------------------|---------------------|------------------------------------|--------------|----------------|------------|
| Dealer | 43290 | HUFFINES CHRYSLER JEEP DODGE LEWIS | Phone | (972) 434-2288 | |
| Address | 1024 S STEMMONS FWY | | | | |
| City | LEWISVILLE | State | TX | ZIP | 75067 5354 |
| Dealer Zone | 63 | County | DENTON | Country | USA |
| Tech | Yasser Diaz | | | | |
| STAR | T8577KO | | | | |

CUSTOMER CONCERN

message center will say brake and fow unavailanle wipe front radar sensor.
Updated: 04/25/2014 17:04:17 By T8577KO

RESOLUTION

Yasser, Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Make sure when performing the On-road calibration that there is almost zero traffic. Performing the procedure on a rural road may be required. Kyle O.

Updated: 04/25/2014 17:04:17 By T8577KO

Waiting on parts.

Updated: 06/02/2014 10:57:46 By T8577KO

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBT1 | EC1 | Built Date | 03/30/2013 | Mileage | 15,358 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | 61200414 | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | PP | POOR PERFORMANCE | |
| Created | 04/28/2014 16:34:56 | By | T8577KO |
| Updated | 05/01/2014 10:29:33 | By | T8577KO |

CONTACT

| | | | | | |
|--------------------|----------------|------------------------------|--------------|----------------|------------|
| Dealer | 45200 | COLONIAL DODGE CHRYSLER JEEP | Phone | (978) 568-8000 | |
| Address | 24 COOLIDGE ST | | | | |
| City | HUDSON | State | MA | ZIP | 01749 1351 |
| Dealer Zone | 32 | County | MIDDLESEX | Country | USA |
| Tech | MARTIN ADAMS | | | | |
| STAR | T8577KO | | | | |

CUSTOMER CONCERN

after driving on hwy for 3-5 minutes warning will display saying acc unavailable wiper front radar sensor sensor is clean and looks properly fitted only code was a stored code c14a5-00 sensor blocked road tested with customer this happens driving normally with no cruise being used and no close traffic

Updated: 04/28/2014 16:34:56 By T8577KO

vehical was put on lift no damage found and module and wirring are secure no after market accessories ..everything is physically good but concern is consistant on hiway aftyer a few minutes the wipe front sensor and acc disable message appears the FCW is also turned off when this happens

Updated: 04/29/2014 09:18:59 By T8577KO

RESOLUTION

Martin, No commonly reported issues. Only perform the following that has NOT yet been performed: Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Make sure when performing the On-road calibration that there is almost zero traffic. Performing the procedure on a rural road may be required. Kyle O.

Updated: 04/28/2014 16:34:56 By T8577KO

Martin, Advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Make sure when performing the On-road calibration that there is almost zero traffic. Performing the procedure on a rural road may be required. Kyle O.

Updated: 04/29/2014 09:18:59 By T8577KO

I did the alignment of ACC Module message has not yet appeared.

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG6 | EC [REDACTED] | Built Date | 12/13/2013 | Mileage | 1,614 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 04/29/2014 15:30:22 | By | T5929DH |
| Updated | 05/07/2014 12:50:29 | By | T5929DH |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| B1460-13 | Channel 1 Audio Speaker Output-Circuit Open | T3076SB | 04/14/2013 01:25:00 |
| B2225-00 | (SCM) Steering Column Module Internal- | T3076SB | 04/14/2013 01:25:00 |
| C0051-49 | Steering Wheel Position Sensor - Internal Electronic Failure | T3076SB | 04/14/2013 01:25:00 |
| C2205-00 | Steering Angle Sensor Internal- | T3076SB | 04/14/2013 01:25:00 |
| U0422-00 | Implausible Data Received From Body Control Module - | T3076SB | 04/14/2013 01:25:00 |
| U0428-00 | Implausible Data Received From Steering Angle Sensor Module- | T3076SB | 04/14/2013 01:25:00 |
| U0429-00 | Implausible Data Received from SCM - | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | |
|--------------------|-----------------------|--------------------|--------------|-----------------------|
| Dealer | 38999 | ADAMSON MOTORS INC | Phone | (507) 289-4004 |
| Address | 4800 HIGHWAY 52 NORTH | | | |
| City | ROCHESTER | State | MN | ZIP 55901 0160 |
| Dealer Zone | 74 | County | OLMSTED | Country USA |
| Tech | David Walden | | | |
| STAR | T5929DH | | | |

CUSTOMER CONCERN

New Case [REDACTED] EC [REDACTED] WALSER CHRYSLER JEEP DODGE SA Dave 507-252-2347 Concerns: The 2 lines on the backup camera will intermittently not come on. Service warning message for the air right and the adaptive cruise. The skid light will intermittently come on. Diagnosis: Needs assistance.
 Updated: 04/29/2014 15:30:22 By T5929DH

RESOLUTION

Vehicle is at dealer code 38999, and not 67031... Spoke with Dave - RO opened on 4-28-14. Dealer advised the vehicle has been in before for the same concern. The ESC, Air Ride, and FCW warnings come on. Dealer advised the vehicle has been sitting for 6 months. 1)lines do not appear on reverse camera - Dealer advised they have been unable to duplicate the customers concern. TS advised to update the radio to software level 14.05.03. 2)ESC, Air Suspension, and FCW warnings on. DEaler advised they obtained codes: C0051-49, U0429-00 ASCM, acc and ABS, eps and fcm u0428-00, amp B1460-13, sccm b2225-00, sccm c2205-00, acc c2227-00, acc u0429-00, lbss and rbss u0422-00, all stored. Dealer has STAR Case S1308000327 and would like to replace the SCCM per the STAR Case. TS reviewed, and the STAR Case and it applies to different fault codes, for different issues. TS authorized the dealer to replace the SCCM based on current issues with the customers vehicle. Dealer will report back after repairs to close the claim.. 507-252-2347

Updated: 04/29/2014 15:30:22 By T5929DH

Spoke with Dave - Dealer advised the SCCM is on back order... Dealer advised the part number is: 1nj72lu5ad. Dealer advised the part has been ordered special handling, and it will be changed to VOR tomorrow. Dealer will report back with VOR and TS will escalate to MOPAR to expedite part

Updated: 04/29/2014 15:51:23 By T5929DH

Spoke with Dave - Dealer advised their special handling order has not yet been changed to VOR by Chrysler... TS advised this might be something the parts department will need to do. TS advised eitherway, we need an order number to get the part expedited. Dealer advised the parts department is not currently available to provide any order numbers. Dealer advised once any order number is obtained, they will report back.

Updated: 05/01/2014 14:09:36 By T5929DH

Spoke with Dave - Dealer advised the VOR order # is: \$S1436. TS advised a request for parts expediting will be requested. VIN: EC373419 Dealer Code: 38999 Part #: 1NJ72LU5AD VOR #: \$S1436

Updated: 05/01/2014 15:25:27 By T5929DH

Left voicemail for Dave - TS requested the dealer report back with updates. Per CAIR, the dealer is still waiting for parts. TS updated case to indicate "Waiting on Parts"

Updated: 05/06/2014 11:26:56 By T5929DH

TS received a voicemail from David – Dealer advised the part has been received, and the customer dropped the vehicle off this morning for repairs. Dealer will report back after repairs.

Updated: 05/06/2014 11:44:41 By T5929DH

TS received a voicemail from David (1200 5-7-14) – Dealer advised the SCCM has been replaced, the vehicle is all set and ready for pick up. customer to pick up the vehicle today. TS closed the claim.

Updated: 05/07/2014 12:50:29 By T5929DH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG6 | EC [REDACTED] | Built Date | 11/12/2013 | Mileage | 1,051 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 04/30/2014 10:17:03 | By | T1072J1 |
| Updated | 05/05/2014 11:31:47 | By | T6538CW |

CONTACT

| | | | | | |
|--------------------|-----------------|----------------------------------|--------------|----------------|------------|
| Dealer | 26783 | ZEIGLER CHRYSLER DODGE JEEP, LLC | Phone | (847) 882-8400 | |
| Address | 208 W GOLF RD | | | | |
| City | SCHAUMBURG | State | IL | ZIP | 60195 3606 |
| Dealer Zone | 51 | County | COOK | Country | USA |
| Tech | Vincent Polizzi | | | | |
| STAR | T6538CW | | | | |

CUSTOMER CONCERN

ACC/ FCW UNAVAILABLE WIPE FRONT RADAR SENSOR MESSAGE IN CLUSTER-HAPPENS AT ABOUT 65 TO 70 MPH.

Updated: 04/30/2014 10:17:03 By T1072J1

FOUND MIRROR BEZEL WAS MISSING AND VERTICLE ALIGNMENT WAY OFF. RECALIBRATED VERTICLE ALIGNMENT AND PERFORMED HORIZONTAL RECAL WITH LAPTOP/SCANTOOL-ROAD TEST. GONNA ROAD TEST HOME AGAIN TO VERIFY REPAIRS.

Updated: 04/30/2014 16:06:58 By T1072J1

ROAD TESTED HOME AND BACK-OK! NO WARNING MESSAGES! ACC WORKS LIKE A CHARM.

Updated: 05/05/2014 10:30:02 By T1072J1

RESOLUTION

Vincent, make sure ACC sensor mounting is not damaged. If the verticle alignment passes and the DTC keeps setting we may have an issue with the ACC Module. Thanks, Jay

Updated: 04/30/2014 10:17:03 By T1072J1

Vincent Thanks for the update. Please keep me posted. Jay

Updated: 04/30/2014 16:06:58 By T1072J1

Vincent Thanks for the update. Please close the ticket on your end if the vehicle is fixed and returned back to the customer. Jay

Updated: 05/05/2014 10:30:02 By T1072J1

RECALIBRATION OF ACC RADAR SENSOR

Updated: 05/05/2014 11:31:47 By T6538CW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKTP74 | JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY | | |
| VIN | 1C4RJEBT0 | EC [REDACTED] | Built Date | 06/07/2013 | Mileage | 2,416 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | PP | POOR PERFORMANCE | |
| Created | 05/01/2014 17:38:07 | By | T8577KO |
| Updated | 05/16/2014 21:35:55 | By | T5440DM |

CONTACT

| | | | | | |
|--------------------|-----------------------|-----------------|--------------|----------------|------------|
| Dealer | 44628 | JIM CLICK DODGE | Phone | (520) 292-3800 | |
| Address | 850 W AUTO MALL DRIVE | | | | |
| City | TUCSON | State | AZ | ZIP | 85705 6013 |
| Dealer Zone | 70 | County | PIMA | Country | USA |
| Tech | ALEX TELLES | | | | |
| STAR | T5440DM | | | | |

CUSTOMER CONCERN

This is just another asking for information type request. This customer claims to be a retired Chrysler Engineer and isn't going away. As in the previous request this noise that is heard going downhill with the cruise on is associated with the vehicle trying to maintain speed, I think while braking as it has adaptive cruise control we may be hearing some module or relay making noise in the vehicle. It can be heard in the area of the knee bolster or emergency brake area. I read the operation of the adaptive cruise control but can't be certain if there is anything inside that would make noise.

Updated: 05/01/2014 17:38:07 By T8577KO

RESOLUTION

Alex, The described issue has never been inquired about through STAR. Due to the nature of the alleged concern; you would need to compare your observations to a like model to determine if this is normal/abnormal. Kyle O.

Updated: 05/01/2014 17:38:07 By T8577KO

No additional update, closing case

Updated: 05/16/2014 21:35:55 By T5440DM

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM9 | EC3 | Built Date | 09/27/2013 | Mileage | 9,312 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/06/2014 11:27:33 | By | T5880SL |
| Updated | 07/25/2014 14:33:14 | By | T4583SS |

CONTACT

| | | | | | |
|--------------------|--------------------------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 42819 | 5 CORNERS DODGE CHRYSLER JEEP | Phone | (262) 375-3900 | |
| Address | 1292 WASHINGTON AVENUE HIGHWAY 60 | | | | |
| City | CEDARBURG | State | WI | ZIP | 53012 9304 |
| Dealer Zone | 51 | County | OZAUKEE | Country | USA |
| Tech | Rick Wagner | | | | |
| STAR | T4583SS | | | | |

CUSTOMER CONCERN

C14A5-00, VEHICLE WARNING GOING OFF VEHICLE STOPPED ON FREEWAY WITH ASSIST SYTEM, NOTHING IN FRONT OF VEHICLE...CODE STORED, UNABLE TO DUPLICATE LENS CLEAN NO DAMAGE OR SCRATCHES

Updated: 05/06/2014 11:27:33 By T5880SL

NO AFTERMARKET ITEMS ON VEHICLE, OCCURED AGAIN TODAY BRIGHT SUNNY 56 DEGREE DAY AFTER HE LEFT HERE, WILL DISPLAY NOT AVAILABLE, THEN COME BACK TO OPERATION OK, WE DID CLEANING, OPTIC SWEEP, AND CHECK ADJUSTMENT ALL WHICH WERE GOOD, CODE STORED IN ACC,

Updated: 05/06/2014 13:38:28 By T5880SL

OK THANKS!!!

Updated: 05/06/2014 16:44:37 By T5880SL

RESOLUTION

Is C14A5-00 set in the ACC or FFCM? Are there any aftermarket accessories or additional information about driving conditions when this occurred? Has the windshield been replaced? Steve

Updated: 05/06/2014 11:27:33 By T5880SL

If there are no suspension modifications and the windshield has not been replaced, I would check connections at the mirror and ACC module in the front bumper fascia for corroded, spread or pushed out pins and ACC module ground. If no concerns, I would replace the ACC module. Steve

Updated: 05/06/2014 13:38:28 By T5880SL

You're welcome. Please let me know if you need further assistance. Steve

Updated: 05/06/2014 16:44:37 By T5880SL

Updated: 05/19/2014 08:30:27 By T6538CW

parts ordered on backorder (case to remain open until vehicle is repaired. call back 5-29-14)

Updated: 05/19/2014 08:30:37 By T6538CW

This vehicle is no longer at the dealership

Updated: 07/25/2014 14:33:14 By T4583SS

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT8 | EC4 [REDACTED] | Built Date | 02/24/2014 | Mileage | 3,102 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/12/2014 17:15:14 | By | T6214CH |
| Updated | 07/16/2014 15:23:29 | By | T6214CH |

CONTACT

| | | | | | |
|--------------------|-------------------|--------------------------|-----------------|----------------|------------|
| Dealer | 61667 | COLE CHRYSLER DODGE JEEP | Phone | (805) 543-7321 | |
| Address | 3550 BROAD STREET | | | | |
| City | SAN LUIS OBISPO | State | CA | ZIP | 93401 7104 |
| Dealer Zone | 71 | County | SAN LUIS OBISPO | Country | USA |
| Tech | Glenn Ibay | | | | |
| STAR | T6214CH | | | | |

CUSTOMER CONCERN

customer states at times during normal highway speed driving in the instrument cluster displays in BIG BOLD capital letters (BRAKE!!!!) this happened for approx. 10 seconds and chime occurred also.

Updated: 05/12/2014 17:15:14 By T6214CH

everything stock, no codes, no body shop repair, no accidents. Brand new jeep. no tampering found

Updated: 05/13/2014 10:01:32 By T6214CH

RESOLUTION

Hey Glenn, any modifications (tires/wheels) codes at all active or stored? Has this been in the body shop or had an accident (paint work)? Craig

Updated: 05/12/2014 17:15:14 By T6214CH

Morning Glenn, review Star case S1308000274 - Then, run the STANDARD PROCEDURE - ADAPTIVE SPEED CONTROL SENSOR ALIGNMENT procedure and re-test. Let me know, Craig

Updated: 05/13/2014 10:01:32 By T6214CH

Hey Glenn, let me know where we're at with this. If it's fixed, let me know what fixed it. If no further assistance is needed, please close the ticket on your end. Thanks, Craig

Updated: 05/21/2014 19:15:47 By T6214CH

Hey Glenn, please close the ticket on your end. Thanks, Craig

Updated: 06/06/2014 14:15:06 By T6214CH

Hey Glenn, please update where we're at with this. If it's fixed, please let us know what fixed it. Either way, please close the ticket on your end. Thanks, Craig

Updated: 06/27/2014 14:53:39 By T6214CH

Glenn, please close this ticket

Updated: 07/09/2014 14:08:45 By T6214CH

internal failure in instrument cluster

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECT4 | EC [REDACTED] | Built Date | 03/12/2013 | Mileage | 13,608 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | ESP | ELECTRONIC STABILITY PROGRAM | |
| Created | 05/13/2014 17:35:04 | By | T6214CH |
| Updated | 06/12/2014 16:12:04 | By | T2409DC |

CONTACT

| | | | | | |
|--------------------|-----------------|----------------------------------|--------------|----------------|------------|
| Dealer | 45523 | BROWNING DODGE CHRYSLER JEEP RAM | Phone | (951) 272-3110 | |
| Address | 1983 HAMNER AVE | | | | |
| City | NORCO | State | CA | ZIP | 92860 2602 |
| Dealer Zone | 71 | County | RIVERSIDE | Country | USA |
| Tech | Sevan Baharian | | | | |
| STAR | T2409DC | | | | |

CUSTOMER CONCERN

CUSTOMER STATES CRASH AVOIDANCE SYSTEM IS ACTIVATING BRAKES WHILE DRIVING WITHOUT OBSTACLE IN FRONT OF VEHICLE. WAS NEARLY REAR ENDED WHEN VEHICLE SUDDENLY SYOPPED.

Updated: 05/13/2014 17:35:04 By T6214CH

OKAY THEN I WILL ORDER THE ACC SENSOR AND LET YOU KNOW. THANK YOU.

Updated: 05/14/2014 12:42:25 By T6214CH

DO YOU HAVE A PART # YOU CAN GIVE ME, OUR PARTS DEPT IS GIVING ME HARD TIME SAYING NO PART# AVAILABLE FOR THIS VEHICLE.

Updated: 05/14/2014 12:42:25 By T6214CH

do you hve a part # for mee on the acc sensor

Updated: 05/14/2014 12:42:25 By T6214CH

HI THIS IS DIRK THE SERVICE WRITER ON THIS VEHICLE. OUR PART DEPARTMENT VERIFIED PART# 68109355AI WAS CORRECT BUT WAS TOLD IT IS ON NEW MODEL BLOCK UNTIL SEPTEMBER 30, 2014. PLEASE ADVISE AS CUSTOMER HAS MENTIONED TRYING FOR BUY BACK OF VEHICLE. THANK YOU.

Updated: 05/14/2014 18:43:43 By T6214CH

vehicle is back for same concern. now its the fourth time. no parts still available for acc sensor not till september. please advise further. or send tech rep to store asap.

Updated: 06/11/2014 14:11:27 By T5070RB

i talked to jeff 2 weeks ago.

Updated: 06/12/2014 13:45:30 By T5070RB

RESOLUTION

Hey Sevan, yes I would recommend replacing the radar sensor and perform the standard alignment procedure. Let me know, Craig

Updated: 05/13/2014 17:35:04 By T6214CH

Ok Sevan, our best bet would be to call Mopar parts specifying 800 765 7732 and gather the proper number there. Let me know, Craig

Updated: 05/14/2014 12:42:25 By T6214CH

Ok Dirk and Sevan, I'm going to escalate this case to the next level of support. Please do not respond to this as that will put your case to the bottom of the queue. Thanks, Craig

Updated: 05/14/2014 18:43:43 By T6214CH

Because of the safety issue and the possible customer buy back I am going to escalate this case. Somebody should be in contact with you soon. Thanks, Patrick

Updated: 05/15/2014 13:01:55 By T7363PW

This is the third time back for the brakes applying on the crash avoidance system. The first time the bevel around the front sensor was missing. Second time the sensor was found to be loose. Now 30+ days later it came back again with no noticeable problem and no DTC's. He was given the Service Information Tip from the parts dept. when he tried to order another sensor. But because he had no DTC's he didn't call the person listed to call for help on the Service Tip. Asked Technician to call Engineer, (Jeff). I will check back with him.

Updated: 05/15/2014 16:56:48 By T5070RB

Sevan, Have you talked to Jeff yet? You need to call him and discuss your concern. Then if you need me resubmit the case. ALL of the Tech Rep's are at the Detroit Training center this week and can't make Dealer calls!

Updated: 06/11/2014 14:11:27 By T5070RB

Sevan, I talked with Jeff Page, Engineer, If the vehicle still needs repair we need to replace the mounting bracket and clips (3) that hold the ACC sensor. I talked to Sevan and he said that they have already replaced the bracket and clips and relearned the system. And the customer says it is still happening. Both the Technician and the Ser./Mgr. have driven the vehicle extensively and have not been able to duplicate the concern. Vehicle is operating as designed. He will discuss with the customer.

Updated: 06/12/2014 13:45:30 By T5070RB

Sevan, I talked with Jeff Page, Engineer, If the vehicle still needs repair we need to replace the mounting bracket and clips (3) that hold the ACC sensor. I talked to Sevan and he said that they have already replaced the bracket and clips and relearned the system. And the customer says it is still happening. Both the Technician and the Ser./Mgr. have driven the vehicle extensively and have not been able to duplicate the concern. Vehicle is operating as designed. He will discuss with the customer.

Updated: 06/12/2014 16:12:04 By T2409DC

Field Report

VEHICLE

| | | | | | | |
|---------------------|------------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG6E | EC | Built Date | 06/10/2013 | Mileage | 5,693 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 05/15/2014 16:12:35 | By | T1990NP |
| Updated | 06/03/2014 16:36:34 | By | T4583SS |

CONTACT

| | | | | |
|--------------------|--------------------------|--------------------------------|--------------|-----------------------|
| Dealer | 68264 | FEENY CHRYSLER JEEP DODGE, INC | Phone | (847) 697-0900 |
| Address | 1010 EAST CHICAGO STREET | | | |
| City | ELGIN | State | IL | ZIP 60120 6823 |
| Dealer Zone | 51 | County | COOK | Country USA |
| Tech | Joshua Trier | | | |
| STAR | T4583SS | | | |

CUSTOMER CONCERN

cust. states front collision is not working properly, its causing the car to brake when there is a car in front or on the side but its far away.

Updated: 05/15/2014 16:12:35 By T1990NP

RESOLUTION

Joshua, if there are no DTCs and all mods are up to date, are there any aftermarket accys(including alarm, remote start, cell charger, speed pass, toll pass, Zune mp3, Blackberry, I pod, etc) or MOPAR add ons on vehicle per SOL #S1308000232? If not, ask the customer if they carry any RF type devices(speed pass, gym pass, toll pass, IPOD docking station, ect)in vehicle, or on key ring that you may not have now. If not, make sure we dont have aftermarket grill or recent accident. ACC MODULE MOUNTING AND LENS ALIGNMENT are critical. Lets perform camera alignment procedure in ACC. If still have issue, perform an ADAPTIVE CRUISE CONTROL VERIFICATION TEST, ACC vertical alignment. Has the customer tried adjusting the sensitivity? Refer to S1308000274 states: Feature Sensitivity settings - Located in the radio settings the driver can select o FCW Sensitivity „X Far iV provides earlier warning for a more conservative driver „X Near iV provides later warning for a more aggressive driver who does not wish to have earlier warning. Thank you, Neil

Updated: 05/15/2014 16:12:35 By T1990NP

UNABLE TO DUPLICTE CUSTOMERS CONCERN AT THIS TIME

Updated: 06/03/2014 16:36:34 By T4583SS

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBM2 | EC [REDACTED] | Built Date | 02/25/2014 | Mileage | 1 880 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | PP | POOR PERFORMANCE | |
| Created | 05/20/2014 17:26:21 | By | T8577KO |
| Updated | 06/16/2014 17:19:41 | By | T8448RT |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| U0140-00 | Lost Communication With Body Control Module - | T3076SB | 04/14/2013 01:25:00 |
| U0151-00 | Lost Communication with Occupant Restraint Controller (ORC)- | T3076SB | 04/14/2013 01:25:00 |
| U0155-00 | Lost Communication With Cluster/CCN - | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-----------------|------------------|--------------|----------------|------------|
| Dealer | 52516 | BROWN MOTORS INC | Phone | (231) 439-3673 | |
| Address | 2170 N US 31 | | | | |
| City | PETOSKEY | State | MI | ZIP | 49770 9368 |
| Dealer Zone | 42 | County | EMMET | Country | USA |
| Tech | Jeffrey Ingalls | | | | |
| STAR | T8448RT | | | | |

CUSTOMER CONCERN

ADAPTIVE CRUISE CONTROL SHUTS DOWN, FOWARD COLLISION WARNING NOT WORKING AT TIMES.

Updated: 05/20/2014 17:26:21 By T8577KO

The issue is not alleged, It happens 2 or more times per day. I was only looking for a direction to look. I don't see any damage, but wondered if there could be an alignment issue that could be intermittent?

Updated: 05/21/2014 09:15:25 By T8577KO

RESOLUTION

Jeffrey, No commonly reported issues, the alleged issue would need to be present or duplicated in order to perform any diagnosis. Kyle O.

Updated: 05/20/2014 17:26:21 By T8577KO

Jeffrey, I stated alleged due to on the ticket it states duplicated "No". The alignment most likely would effect sensor operation all the time. Sensor vertical alignment can be checked per Special Tool No. 10243-1. Kyle O.

Updated: 05/21/2014 09:15:25 By T8577KO

PERFORMED AND FOLLWED BOTH VERTICAL AND HORIZONTAL ADAPTIVE CRUISE CONTROL ALIGNMENT PROCEDURES TEST DROVE TO VERIFY PROPER OPERATION PERFORMED TSB UPDATE

Updated: 06/16/2014 17:19:41 By T8448RT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBGX | EC [REDACTED] | Built Date | 05/05/2013 | Mileage | 13,113 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 05/21/2014 10:10:49 | By | T8954CC |
| Updated | 05/21/2014 10:10:49 | By | T8954CC |

CONTACT

| | | | | | |
|--------------------|-------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 44825 | BACHMAN BERNARD CHRYSLER DODGE | Phone | (423) 639-4111 | |
| Address | 200 BACHMAN DRIVE | | | | |
| City | GREENEVILLE | State | TN | ZIP | 37745 4263 |
| Dealer Zone | 66 | County | GREENE | Country | USA |
| Tech | Steve Curtis | | | | |
| STAR | T8954CC | | | | |

CUSTOMER CONCERN

[REDACTED] BACHMAN BERNARD CHRYSLER DODGE, Tech Mark. Adaptive cruise control. Dealership seeking diagnosis assistance.

Updated: 05/21/2014 10:10:49 By T8954CC

RESOLUTION

SM advised that adaptive cruise control works fine and has no issues slowing down. Customer concern is that it does not stop and his owner's manual states if equipped that it will stop and even set the parking brake. TS advised SM that this vehicle is equipped with sales code NH1 ENHANCED ADAPTIVE CRUISE CONTROL and not NH3 ADAPTIVE CRUISE CONTROL W/STOP. TS provided contact information for any further assistance and advised to return vehicle and explain vehicle not equipped with this feature. TS closing case.

Updated: 05/21/2014 10:10:49 By T8954CC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT0 | EC1 [REDACTED] | Built Date | 04/24/2013 | Mileage | 3 ,539 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | 68 | NOISY | |
| Created | 06/05/2014 15:23:54 | By | T6104LN |
| Updated | 06/05/2014 16:34:03 | By | T6104LN |

CONTACT

| | | | | | |
|--------------------|---------------------|-----------------------|--------------|----------------|------------|
| Dealer | 41067 | COMMUNITY MOTORS, LLC | Phone | (985) 345-0401 | |
| Address | 500 WESTIN OAKS | | | | |
| City | HAMMOND | State | LA | ZIP | 70403 3450 |
| Dealer Zone | 63 | County | TANGIPAHOA | Country | USA |
| Tech | Christopher Cothorn | | | | |
| STAR | T6104LN | | | | |

CUSTOMER CONCERN

c/s when driving auto brakes sometimes engaging
Updated: 06/05/2014 15:23:54 By T6104LN

RESOLUTION

Hi CHristopher, Thanks for the info. With no DTCs and not being able to duplicate this, there may not be much we can do except continue to try and duplicate the issue. Make sure the vehicle is all OEM stock. Keep me informed. Thanks, Larry n

Updated: 06/05/2014 15:23:54 By T6104LN

No current DTC's and cannot duplicate the concern.

Updated: 06/05/2014 16:34:03 By T6104LN

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | |
| VIN | 1C4RJEJG8 | EC [REDACTED] | Built Date | 07/30/2013 | Mileage | 11,054 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 06/06/2014 10:29:05 | By | T5218JH |
| Updated | 06/06/2014 10:55:44 | By | T5218JH |

CONTACT

| | | | | | |
|--------------------|--------------------|-----------------------------|--------------|----------------|------------|
| Dealer | 41383 | ORLANDO DODGE CHRYSLER JEEP | Phone | (407) 299-1120 | |
| Address | 4101 W COLONIAL DR | | | | |
| City | ORLANDO | State | FL | ZIP | 32808 8122 |
| Dealer Zone | 66 | County | ORANGE | Country | USA |
| Tech | Elliot Agosto | | | | |
| STAR | T5218JH | | | | |

CUSTOMER CONCERN

VEHICLE CAME IN FOR SOFTWARE UPDATES. AFTER CONNECTING WITECH, FOUND ACTIVE CODE U1215-00 WITH ONLY FFC MODULE RED ON CAN-C BUS. ALSO NOTICED ALL MODULES ON CAN IHS BUS RED. HOWEVER, NO SYMPTOMS OR COMMUNICATION FAULTS.

Updated: 06/06/2014 10:29:05 By T5218JH

RESOLUTION

Elliot, Lets start by performing a twenty minute battery disconnect. Then if this does not produce any results, run the loss of comm test with wi tech. Let us know if you find any problems. Joe U1215-00-LOST COMMUNICATION WITH FORWARD FACING CAMERA

Updated: 06/06/2014 10:29:05 By T5218JH

PERFORMED 20 MINS BATTERY DISCONNECT TO RE-SET MODULES. Elliot, Your welcome. Look over the info for this dtc test. It states that if the can c bus will not communicate with the ACC module, then the system will shut down until 100 starts have been recorded. Try clearing the dtc and road test and try operating the speed control. Joe

Updated: 06/06/2014 10:55:44 By T5218JH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBT8 | EC [REDACTED] | Built Date | 10/03/2013 | Mileage | 6,556 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 06/06/2014 17:23:31 | By | T7243KH |
| Updated | 07/02/2014 15:07:49 | By | T9274JC |

CONTACT

| | | | | | |
|--------------------|---------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 68752 | WATSEKA CHRYSLER DODGE JEEP INC | Phone | (815) 432-4200 | |
| Address | 317 W WALNUT STREET | | | | |
| City | WATSEKA | State | IL | ZIP | 60970 1262 |
| Dealer Zone | 51 | County | IROQUOIS | Country | USA |
| Tech | Blaine Lenz | | | | |
| STAR | T9274JC | | | | |

CUSTOMER CONCERN

messages acc/ecw unavailable front wipe sensor clean. and cluster blanks out and brake warning appears along with audible sound. with no other cars around and on country roads.

Updated: 06/06/2014 17:23:31 By T7243KH

We know that there is no aftermarket grille and there has been no accidents on this vehicle - when the Brake light comes on the instrument cluster - and the "very loud" warning message comes it scares his wife real bad ...I do not know how to verify since it has happened only three times since she has owned the vehicle / twice while driving on the interstate with no vehicles around her and once on him - on a rural road with no one aroundthe front wipe sensor is not as "bid a deal" but she is real concerned about the brake warning

Updated: 06/09/2014 15:45:09 By T7243KH

thanks for the info. as soon as I can get the vehicle back in I will try to get it to act up if not I will check to see if the sensor is properly aligned and let you know what I find.

Updated: 06/09/2014 17:56:41 By T7243KH

RESOLUTION

Blaine do nothing until you have verified the issue and once you do be sure of no aftermarket grills or no accidents. and then I would check the alignment of the sensor next and see if it changes the issue. thanks Ken

Updated: 06/06/2014 17:23:31 By T7243KH

Blain first step of the diagnosis is to verify the issue next thanks

Updated: 06/09/2014 15:45:09 By T7243KH

Ok Blaine but don't spend much time really need to verify the issue thanks

Updated: 06/09/2014 17:56:41 By T7243KH

We have responded to your Ticket but have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please provide a resubmission. If you have repaired the vehicle please close the ticket and give details on what fixed it and remember if the car returns you can reopen a closed ticket so there is not many tickets for one issue and thanks for a good job. Thanks, Chrysler Star Center.

Updated: 06/14/2014 08:31:30 By T7243KH

This case is being closed due to inactivity. If this vehicle requires additional assistance, please reopen or create a new ticket for assistance.

Updated: 06/26/2014 16:42:22 By T7243KH

changed the cruise distance setting to the max setting.....vehicle is now re-paired.

Updated: 07/02/2014 15:07:49 By T9274JC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG1 | EC3 | Built Date | 11/18/2013 | Mileage | 6,000 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 06/07/2014 16:19:53 | By | T3435RT |
| Updated | 07/08/2014 08:52:03 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|----------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 44305 | PALMER DODGE CHRYSLER JEEP RAM | Phone | (770) 410-1111 | |
| Address | 11460 ALPHARETTA HWY | | | | |
| City | ROSWELL | State | GA | ZIP | 30076 3801 |
| Dealer Zone | 66 | County | FULTON | Country | USA |
| Tech | Sam Umling | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

CUSTOMER STATES: CRUISE CONTROLL WORKS INTERMITTENT. AND DOES EMERGENCY BRAKEING AT THE SAME TIME. ABS LIGHT FLASH WHEN THIS HAPPENS. NO CODES IN SYSTEM.

Updated: 06/07/2014 16:19:53 By T3435RT

customer say's that adaptive cruise control works for a while then turns off by itself. say's to clean sensor when it already been cleaned. this time he is not complaining of auto-stopping. no codes in system and cannot duplicate.

Updated: 07/02/2014 11:22:35 By T2415EB

rich, i updated the bcm and had the vehicle test driven for 60 miles. the complaint never duplicated. the customer has since taken the vehicle, they needed it. i guess it is a waiting game for now? thanks sam

Updated: 07/07/2014 09:48:41 By T4756RH

RESOLUTION

Sam, it's going to be hard to point you in any direction with no codes set and not being able to duplicate. I checked related cases and didn't really find anything. There is a couple cases with FCW concerns with camera alignment procedures performed and battery disconnect/capacitive discharge's. A lot of the times intermittent problems are caused by a connection defect, I would double check all your connectors. Other than that, you will need it to set some kind of fault in memory to retrieve data from.-Todd

Updated: 06/07/2014 16:19:53 By T3435RT

test drive as necc. and return to customer

Updated: 06/09/2014 08:23:01 By T2415EB

Your case is being escalated to a Master Consultant for additional assistance. No reply needed, you will be contacted by someone shortly.-STAR Case Closer

Updated: 07/02/2014 11:22:35 By T2415EB

Sam, Make sure all the modules are up to date. Please duplicate the concern before any repair attempts are made. Also have the customer review the owners manual information on ACC usage and the settings. Also make sure there are no modifications or aftermarket accessories that could be possibly causing the concern also. Thanks, Rich H.

Updated: 07/02/2014 12:10:29 By T4756RH

Sam,Very well then,close the case out on your end,you can always re-open this ticket if it returns and more assistance is needed. Thanks,Rich H.

Updated: 07/07/2014 09:48:41 By T4756RH

custoer has taken vehicle

Updated: 07/08/2014 08:52:03 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT5 | EC1 [REDACTED] | Built Date | 04/13/2013 | Mileage | 4,208 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | RE | RED BRAKE LIGHT ON | |
| Created | 06/10/2014 16:14:52 | By | T8422RW |
| Updated | 07/01/2014 12:49:42 | By | T9274JC |

CONTACT

| | | | | | |
|--------------------|-------------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 60333 | ROYAL GATE CHRYSLER DODGE JEEP | Phone | (618) 281-3000 | |
| Address | 500 ADMIRAL WEINEL BLVD | | | | |
| City | COLUMBIA | State | IL | ZIP | 62236 1983 |
| Dealer Zone | 51 | County | MONROE | Country | USA |
| Tech | THOMAS HESS | | | | |
| STAR | T9274JC | | | | |

CUSTOMER CONCERN

customer stated brake light came on going on entrance ramp at 30 mph once for 2 seconds and now says they feel unsafe to drive vehicle

Updated: 06/10/2014 16:14:52 By T8422RW

checked wiring and is all ok not touching anywhere

Updated: 06/11/2014 09:00:07 By T8422RW

he said it was the brake light

Updated: 06/11/2014 09:47:08 By T8422RW

ok thanks

Updated: 06/11/2014 10:33:22 By T8422RW

recieved more info and the light he saw was brake light telling customer to brake with adaptive cruise on cleaned lens off and rechecked is working as designed any occurances of this happening intermittently

Updated: 06/11/2014 13:33:33 By T8422RW

RESOLUTION

Thomas has the wiring at and around the parking brake been inspected for chafes and pinches. Bob W

Updated: 06/10/2014 16:14:52 By T8422RW

Thomas have we verified with the customer the exact light they saw. Bob W

Updated: 06/11/2014 09:00:07 By T8422RW

Thomas with no codes and no duplication lets perform a battery disconnect and release the vehicle. Bob W

Updated: 06/11/2014 09:47:08 By T8422RW

Please stay in touch Tom Bob W

Updated: 06/11/2014 10:33:22 By T8422RW

Called Tom found possible issue to be brake light for cruise coming on telling customer to slow down. Tom states he will try to educate the customer on some of the vehicle safety features. Bob W

Updated: 06/11/2014 13:33:33 By T8422RW

Educated the customer on some of the vehicles safety features ...customer Not familiar with adaptive cruise..Vehicle is operating as designed

Updated: 07/01/2014 12:49:42 By T9274JC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG5 | EC [REDACTED] | Built Date | 03/30/2013 | Mileage | 5,941 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ESP | ELECTRONIC STABILITY PROGRAM | |
| Created | 06/19/2014 16:41:32 | By | T8577KO |
| Updated | 07/29/2014 04:24:26 | By | SYSCAW |

CONTACT

| | | | |
|--------------------|---------------|----------------|--|
| Dealer | | Phone | |
| Address | | | |
| City | State | ZIP | |
| Dealer Zone | County | Country | |
| Tech | | | |
| STAR | T8577KO | | |

CUSTOMER CONCERN

adaptive cruise control will say wipe sensor when using cruise int will shut off and say wipe sensor then will come back on

Updated: 06/19/2014 16:41:32 By T8577KO

RESOLUTION

Erin, Determine whether the vehicle was ever involved in a collision. Make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1. If no luck, possible issue with the ACC module. Make sure when performing the On-road calibration that there is almost zero traffic. Performing the procedure on a rural road may be required. Kyle O.

Updated: 06/19/2014 16:41:32 By T8577KO

Updated: 07/29/2014 04:24:26 By SYSCAW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT2 | EC [REDACTED] | Built Date | 07/27/2013 | Mileage | 6,203 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 06/21/2014 09:18:37 | By | T 435RT |
| Updated | 07/12/2014 16:05:34 | By | T3435RT |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|------------------------------------|---------|---------------------|
| U0001 | CAN C Bus | T3076SB | 04/14/2013 01:25:00 |
| U0415 | Implausible Data Received from ABS | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-----------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 24154 | NORTHWEST CHRYSLER JEEP DODGE | Phone | (503) 646-5111 | |
| Address | 10600 S W CANYON ROAD | | | | |
| City | BEAVERTON | State | OR | ZIP | 97005 1823 |
| Dealer Zone | 70 | County | WASHINGTON | Country | USA |
| Tech | Steve Minsinger | | | | |
| STAR | T3435RT | | | | |

CUSTOMER CONCERN

customer states ft collision warning light comes on and flashes.and if car has lane change detection as on tv.
Updated: 06/21/2014 09:18:37 By T3435RT
is there also the chance that hills could cause it?
Updated: 06/24/2014 09:12:47 By T3435RT

RESOLUTION

Steve, I've reviewed a few of these complaints with the master consultant and was advised if there is an issue with the system it will set a fault code. Testing of the FCW system is not recommended. Other than that, suggest to make sure the ACC Sensor lens is free from dirt and debris (mud, dirt, ice, road debris) that would compromise the function of the ACC system. Perform a thorough visual and physical inspect of the ACC MODULE and it's mounting location look for: damage to the ACC MODULE, damaged lens, ACC MODULE not fully seated or broken/missing securing clips. Make sure that mounting location is unmodified, this critical to the proper operation of the ACC system. Vehicles that have had the suspension modified and/or a aftermarket grill installed that blocks the ACC MODULE can cause the ACC system not to operate properly. If everything checks out okay, advise performing the ACC vertical alignment procedure per Special Tool No. 10243-1.-Todd

Updated: 06/21/2014 09:18:37 By T3435RT

Steve, I'm sorry I was off yesterday. I spoke with the MC and he states that going over hills shouldn't cause it. He recommends reviewing and printing out Star Case S1308000274. It explains the system operation in detail.-Todd

Updated: 06/24/2014 09:12:47 By T3435RT

Steve, can you please update case if assistance/escalation is needed or close case if vehicle is repaired. Thank you.-Todd

Updated: 06/26/2014 10:11:26 By T3435RT

Steve, I will not be back until 7/8, if further assistance is needed please open a new ticket, if the vehicle is repaired please close the case out on your end, thank you.-Todd

Updated: 06/28/2014 10:58:30 By T3435RT

No reply on repair status, closing case at this time. Tech can re-open if needed, thank you.-Todd

Updated: 07/12/2014 16:05:34 By T3435RT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM9 | EC [REDACTED] | Built Date | 12/06/2013 | Mileage | 1,497 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 06/23/2014 14:58:38 | By | T5929DH |
| Updated | 06/25/2014 09:49:23 | By | T5929DH |

CONTACT

| | | | | | |
|--------------------|-----------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 67775 | CRYSTAL LAKE CHRYSLER-JEEP-DODGE | Phone | (815) 459-9000 | |
| Address | 5404 S STATE ROUTE 31 | | | | |
| City | CRYSTAL LAKE | State | IL | ZIP | 60012 3725 |
| Dealer Zone | 51 | County | MCHENRY | Country | USA |
| Tech | Brett Bieder | | | | |
| STAR | T5929DH | | | | |

CUSTOMER CONCERN

[REDACTED] Crystal Lake CJD/67775, Brett/TECH or George/SA - 1) ACC-FCC light illuminated. 2) Brake light illuminating intermittently.

Updated: 06/23/2014 14:58:38 By T5929DH

RESOLUTION

Left message with service receptionist for Brett to report back to review findings (George is not in today) - Dealer to report back.

Updated: 06/23/2014 14:58:38 By T5929DH

Spoke with Brett - Dealer advised they test drove the customers vehicle on the 17th, no issues identified. Dealer advised there are no codes, and no updates available for any module. TS requested the tech explain what was on the video's. Tech advised they did not watch the 4 hours of footage, but in one video, the customers vehicle was approaching a dip in the road with rail road tracks. As the customer went over the rail road tracks into the dip, the FCW warning chimed, and the EVIC displayed the word "Brake". TS advised this is the Forward Collision Warning, it detected an object and was warning the driver. TS reviewed possible causes for false FCW warnings/activation. TS advised to check the FCW sensor fascia cover to ensure it is tight, and damage free. TS advised to inspect the FCW sensor (right behind the fascia), and ensure it is tight and damage free, and ensure the bracket is tight. TS advised to then check the alignment of the FCW sensor. Dealer to report back with findings.

Updated: 06/23/2014 15:25:20 By T5929DH

Spoke with Brett - Dealer advised they found the FCW front cover/fascia and rear covers missing. Dealer advised they were never able to duplicate the customers concern. TS advised with these missing components, it is highly likely it would cause the customers concern. Dealer advised they replaced both covers, the vehicle is all set and ready for pick up. TS advised will make an exception, and goodwill repairs for customer satisfaction. TS requested the dealer review the FCW system and front bumper sensor with customer, advise any physical damage to the sensor/fascia is not warrantable and may cause erratic operation of the FCW system. TS closed the claim.

Updated: 06/25/2014 09:49:23 By T5929DH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT1 | EC [REDACTED] | Built Date | 12/10/2013 | Mileage | 1,106 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 06/23/2014 15:39:02 | By | T5463KY |
| Updated | 07/17/2014 09:33:57 | By | T5463KY |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| C0051-49 | Steering Wheel Position Sensor - Internal Electronic Failure | T3076SB | 04/14/2013 01:25:00 |
| C2205 | Steering Angle Sensor Internal | T3076SB | 04/14/2013 01:25:00 |
| U0212 | Lost Communication With SCM | T3076SB | 04/14/2013 01:25:00 |
| U0429 | Implausible Data Received from Steering Control Module | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|----------------------|----------------------------|------------|----------------|----------------|
| Dealer | 67962 | PLANET DODGE CHRYSLER JEEP | | Phone | (305) 470-8000 |
| Address | 9975 N W 12TH STREET | | | | |
| City | MIAMI | State | FL | ZIP | 33172 2762 |
| Dealer Zone | 66 | County | MIAMI DADE | Country | USA |
| Tech | Raul FERNANDEZ | | | | |
| STAR | T5463KY | | | | |

CUSTOMER CONCERN

[REDACTED] PLANET DODGE CHRYSLER JEEP, Raul/SA 786-290-2161. A/C shuts off, cruise control shuts off, Service Message on display. Dealer diagnosis: needs assistance. Stored codes only.
 Updated: 06/23/2014 15:39:02 By T5463KY

RESOLUTION

TS left a VM for (SA) Raul
 Updated: 06/23/2014 15:39:02 By T5463KY
 TS left a VM (SD) Angel
 Updated: 06/24/2014 09:07:23 By T5463KY
 BC involvement is needed, Dealer will not return calls, (I have left a voicemail for SD Angel and SA Rual).
 Updated: 06/25/2014 09:17:54 By T5463KY
 Cell-305-213-0403- Angel
 Updated: 06/25/2014 09:34:29 By T5463KY
 Spoke to (SF) Rual-- Tech advised TS, 2 pages of DTC's are set (stored) and tech is requesting assistances.. TS advised dealer to email the DTC's over for viewing... TS also advised tech to inspect the Vehicle Body Grounds and report back with finding
 Updated: 06/25/2014 11:46:53 By T5463KY

Spoke to (SF) Rual-- Tech report back and advised TS, the lower center concern ground was out of place.. TS advised dealer to clear all DTC and drive the for 50 miles.. Dealer will report back once the road test is done

Updated: 06/25/2014 14:44:31 By T5463KY

DTC's list attached

Updated: 06/25/2014 14:45:42 By T5463KY

TS left a vm Angel

Updated: 06/26/2014 10:21:53 By T5463KY

TS left a VM for (SM) Angel

Updated: 06/30/2014 09:07:32 By T5463KY

Spoke to (SA) Angel -- after driving the vehicle home, SM was able to duplicate the concern.. TS advised SM to report back with the failure DTC's ..

Updated: 07/01/2014 08:18:56 By T5463KY

FCA warning light coming on... With the following DTC's C0051-49, U0429-00, U0429-00, B2225-00, C2205-00, C2227-00, U0429-00, U0422-00, U0212-00, U0422-00..

Updated: 07/01/2014 13:16:47 By T5463KY

Spoke to (SA) Diego -- TS advised dealer to inspect the STAR Connect (Can C) at IP and Dash

Updated: 07/01/2014 13:28:51 By T5463KY

Spoke to (SA) Diego-- Tech re-inspected body grounds, ABS Connector, and STAR connector and deemed all of them to be in good condition..

Updated: 07/02/2014 15:23:08 By T5463KY

Spoke to (SA) Angel-- TA inspected vehicle found the SCCM module causing the issue.. TS authorizes a new module .. Dealer will report back once the vehicle repair is complete

Updated: 07/03/2014 14:27:05 By T5463KY

ECS request TA inspect. Reviewed tech scan from July 1st after concern was duplicated on test drive. Same codes appeared. Attach scan report from unit after codes cleared. Updated PCM, BCM modules. SCCM is at AC level. Ordered new SCCM part # 1NJ72DX9AE order # C90658.

Updated: 07/05/2014 09:25:33 By T5373KS

Waiting on parts

Updated: 07/07/2014 09:06:05 By T5463KY

Current ETA 7/15/14

Updated: 07/08/2014 09:23:52 By T5463KY

***** START OF SUPPORT ESCALATION by T9783CB***** **** Update from Expediting Team for **** Part#1NJ72DX9AE,Order#C90658,OMC#89524570 Parts intransit to packaging. ETA to dealer week of 7/21. ***** END OF SUPPORT ESCALATION ***** by T9783CB

Updated: 07/10/2014 08:27:54 By T5463KY

Part is due today at dealer, UPS#1Z4654190256687986 *****END OF UPDATE*****

Updated: 07/14/2014 11:00:49 By T5463KY

Spoke to (SA) Angel-- Parts are in .. Dealer is to install the SCCM and drive the vehicle for 75 miles and report back with result

Updated: 07/15/2014 08:29:09 By T5463KY

TS left a VM for (SA) Angel

Updated: 07/16/2014 08:56:56 By T5463KY

Spoke to (SA) Raul-- Dealer advised TS, vehicle was driven for 100 miles after the repairs.. no further issue found.. Vehicle is repaired and ready to be released by COB today. Dealer will report back on later date for payments

Updated: 07/17/2014 09:33:57 By T5463KY

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|--------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG6 | EC2 [REDACTED] | B illt Date | 06/01/2013 | M leage | 26,714 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | M rket | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PEP | DEEP AUBURN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | WQ | GRABS | |
| Created | 06/24/2014 11:24:44 | By | T6104LN |
| Updated | 07/01/2014 10:52:02 | By | T6104LN |

CONTACT

| | | | | | |
|--------------------|----------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 41657 | GENGRAS CHRYSLER DODGE JEEP LLC | Phone | (860) 289-0246 | |
| Address | 460 CONNECTICUT BLVD | | | | |
| City | EAST HARTFORD | State | CT | ZIP | 06108 3077 |
| Dealer Zone | 32 | County | HARTFORD | Country | USA |
| Tech | Dan Dufresne | | | | |
| STAR | T6104LN | | | | |

CUSTOMER CONCERN

CUSTOMER STATES AUTO BRAKES IS COMING ON EVEN IF SYTEM IS SHUT OFF
Updated: 06/24/2014 11:24:44 By T6104LN

RESOLUTION

Hi Dan, With no DTCs and not being able to duplicate this, there may not be much we can do here other than try to duplicate the concer. I am sure that the Wirter asked the Customer when did it happen, how often does it happen etc. Keep me posted, Larry

Updated: 06/24/2014 11:24:44 By T6104LN

could not duplicate

Updated: 07/01/2014 10:52:02 By T6104LN

Field Report

VEHICLE

| | | | | | | |
|---------------------|-------------|--------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFDJ5E0 | | Built Date | 06/13/2013 | Mileage | 2 500 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ESP | ELECTRONIC STABILITY PROGRAM | |
| Created | 07/03/2014 10:58:05 | By | T5262SM |
| Updated | 07/24/2014 09:55:51 | By | T5262SM |

CONTACT

| | | | | | |
|--------------------|-----------------|----------------------------------|--------------|----------------|------------|
| Dealer | 45463 | NYLE MAXWELL CHRYSLER DODGE JEEP | Phone | (512) 219-3634 | |
| Address | 13401 FM 620 | | | | |
| City | AUSTIN | State | TX | ZIP | 78717 1020 |
| Dealer Zone | 63 | County | WILLIAMSON | Country | USA |
| Tech | Jonathan Kaspar | | | | |
| STAR | T5262SM | | | | |

CUSTOMER CONCERN

The 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. ABS system is deactivated but it is going off on its own. Customer is concerns for his safety. SM states that he drove with his SD in a vehicle in front of him. SM confirms that he duplicate the automatic braking 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. Customer 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. Customer does not want to lose the option of the warning signal and want to know what can be done about this.

Updated: 07/03/2014 10:58:05 By T5262SM

RESOLUTION

According to Service Information - 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. Advised I will research this more and call the dealer.

Updated: 07/03/2014 10:58:05 By T5262SM

Called the dealer. Left a message for the Service Advisor to call me.

Updated: 07/15/2014 10:10:54 By T5262SM

Advised per SOL S1408000290 that vehicle built with Sales Code – (NH1) - ENHANCED ADAPTIVE CRUISE CONTROL - has the Brake Jerk separated from Active Braking - (Also may be referred to as ACC Enhanced). This means when the Active Braking is turned OFF; the vehicle will still "Brake Jerk" when Forward Collision Detection activates. Per the vehicles configuration, vehicle is operating as designed.

Updated: 07/24/2014 09:55:51 By T5262SM

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX | EC [REDACTED] | Built Date | 08/05/2013 | Mileage | 7,342 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 07/09/2014 13:38:13 | By | T8954CC |
| Updated | 07/09/2014 15:01:20 | By | T8954CC |

CONTACT

| | | | | | |
|--------------------|---------------|----------------------------|--------------|----------------|------------|
| Dealer | 61210 | BAXTER CHRYSLER JEEP DODGE | Phone | (402) 493-7800 | |
| Address | 17950 BURT ST | | | | |
| City | OMAHA | State | NE | ZIP | 68118 3316 |
| Dealer Zone | 74 | County | DOUGLAS | Country | USA |
| Tech | Randy Hamling | | | | |
| STAR | T8954CC | | | | |

CUSTOMER CONCERN

[REDACTED] BAXTER CHRYSLER JEEP DODGE Randy/SA 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.
Updated: 07/09/2014 13:38:13 By T8954CC

RESOLUTION

TS left VM for SA to follow up when back from lunch and sent email to rhamling@baxterauto.com.
Updated: 07/09/2014 13:38:13 By T8954CC
SA advised that ACC sensor was adjusted and calibrated which corrected ACC inop, dash beep and brake concern as sensor had C14A5 pending for "sensor blinded". TS authorized AC vent to correct fin concern, console lower door due to defect and window regulator as it was emitting grease onto the window. TS advised for SA to follow up if further assistance is needed but that case would be closed as most all parts are in stock and repairs are straight forward.
Updated: 07/09/2014 15:01:20 By T8954CC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECG6 | EC [REDACTED] | Built Date | 04/11/2013 | Mileage | 1 ,237 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|----------------------------------|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | HDD | HARD DISC DRIVE | |
| Created | 07/10/2014 16:29:37 | By | T8954CC |
| Updated | 07/17/2014 12:02:58 | By | T8954CC |

CONTACT

| | | | | | |
|--------------------|----------------|----------------------------------|--------------|----------------|------------|
| Dealer | 26553 | WALNUT CREEK CHRYSLER JEEP DODGE | Phone | (925) 937-5060 | |
| Address | 2404 N MAIN ST | | | | |
| City | WALNUT CREEK | State | CA | ZIP | 94596 3557 |
| Dealer Zone | 71 | County | CONTRA COSTA | Country | USA |
| Tech | Ramon Ortiz | | | | |
| STAR | T8954CC | | | | |

CUSTOMER CONCERN

[REDACTED] WALNUT CREEK CHRYSLER Claudia\SA, 925-937-5060 Front collision warning goes off, radio locks up, stations change by itself, navigation locks up and turning signals not working properly
 Updated: 07/10/2014 16:29:37 By T8954CC

RESOLUTION

TS left message for SA to follow up with status of vehicle/diagnosis.
 Updated: 07/10/2014 16:29:37 By T8954CC

Spoke with Ray - 1)Front collision warning goes off, nothing was in front of the vehicle and the system activated - Dealer will inspect. TS advised to ensure the front fascia is tight, and the cover for the FCW sensor it tight. TS advised to check the FCW sensor and ensure no impact damage, and ensure the sensor is tight, and that none of the ball socket adjusting screws have been pushed out. TS advised if these check OK, check the alignment of the FCW sensor. 2)Radio locks up, AM stations change to other AM stations by itself, navigation locks up. Dealer advised the radio software is 13.31.6. TS advised to update the radio to 14.05.3. TS advised to continue to monitor the AM stations changing by themselves, possible steering wheel switch, steering wheel harness, Cruise Master switch, or clock spring, or possible the switch is being bumped when driving. 3)Turn signals not working properly - NPF/customers concern could not be duplicated with testing, only normal operation verified. Dealer will continue to monitor. 4)Dealer updated the BCM and AMP. Dealer will report back with findings.
 Updated: 07/11/2014 15:40:55 By T5929DH

TS left message for SA to follow up with status of diagnosis.
 Updated: 07/14/2014 15:49:54 By T8954CC

Radio is at 14.05.03 and turn signal and FCW concerns not duplicated. SM advised that front fascia was tight along with sensor. TS advised to check adjustment and perform a sensor calibration and order exchange radio unit. SM to follow up with results.
 Updated: 07/15/2014 12:25:31 By T8954CC

Case pending exchange radio unit.
 Updated: 07/16/2014 15:33:15 By T8954CC

SM advised that FCW sensor was off and was adjusted and calibrated and radio appears to have corrected the concern as no further issues have been exhibited. TS closing case and customer to pick up after vaca Tuesday 07/22.

Updated: 07/17/2014 12:02:58 By T8954CC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT7 | EC2 | Built Date | 08/12/2013 | Mileage | 1,733 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | | | | |
|---------------------------|---------------------|------------------------------|----------------------------------|--|--|--|
| Case Ref | | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS | | | |
| Customer Complaint | VRG | VOICE RECOGNITION/ACTIVATION | | | | |
| Created | 07/15/2014 13:44:43 | By | T5463KY | | | |
| Updated | 07/21/2014 13:22:18 | By | T5463KY | | | |

CONTACT

| | | | | | | |
|--------------------|--------------------|---------------------------------|--------------|----------------|------------|--|
| Dealer | 61339 | JACK POWELL CHRYSLER JEEP DODGE | Phone | (760) 745-2880 | | |
| Address | 1625 AUTO PARK WAY | | | | | |
| City | ESCONDIDO | State | CA | ZIP | 92029 2008 | |
| Dealer Zone | 71 | County | SAN DIEGO | Country | USA | |
| Tech | Hector Navarrete | | | | | |
| STAR | T5463KY | | | | | |

CUSTOMER CONCERN

NEW CASE EC 3 TA on site requests escalation. Ronald Wheeler, JACK POWELL CHRYSLER JEEP DODGE Hector SW=619-992-9537 Cell. 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.
Updated: 07/15/2014 13:44:43 By T5463KY

RESOLUTION

TA on site --
Updated: 07/15/2014 13:44:43 By T5463KY
Per Noemi- 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
Updated: 07/16/2014 11:19:32 By T5463KY

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

Updated: 07/16/2014 11:19:42 By T5463KY

Spoke to (SA) Hector -- Dealer is progress on performing the repairs requested by TA

Updated: 07/16/2014 15:03:23 By T5463KY

TS left a Vm for (SA) Hector

Updated: 07/17/2014 13:51:25 By T5463KY

TS left a VM for (SA) Hector

Updated: 07/18/2014 13:29:29 By T5463KY

TS left a VM for (SA) Hector

Updated: 07/21/2014 10:33:25 By T5463KY

Per VM from Hector-- Vehicle was complete and released back to the customer... Tech could not duplicate any further issues with the vehicle .. Case closed

Updated: 07/21/2014 13:22:18 By T5463KY

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG4 | EC1 | Built Date | 04/19/2013 | Mileage | 21,867 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 07/15/2014 17:20:11 | By | T7243KH |
| Updated | 09/05/2014 10:33:01 | By | T1813DW |

CONTACT

| | | | | | |
|--------------------|----------------|-----------------------------------|--------------|----------------|------------|
| Dealer | 26762 | RON LEWIS CHRYSLER DODGE JEEP RAM | Phone | (724) 452-4040 | |
| Address | 21145 ROUTE 19 | | | | |
| City | CRANBERRY TWP | State | PA | ZIP | 16066 5803 |
| Dealer Zone | 35 | County | BUTLER | Country | USA |
| Tech | Scott George | | | | |
| STAR | T1813DW | | | | |

CUSTOMER CONCERN

addaptive cruise will not work at times. message to clean sensor in cluster. forward collision warning and alarm go off at times.

Updated: 07/15/2014 17:20:11 By T7243KH

One other thing I forgot to mention. He stated that he has to turn the fcw switch in the dash to off to prevent the intermittent warnings and chimes from going off while he is driving.

Updated: 07/15/2014 17:20:11 By T7243KH

we are still waiting on the part to arrive. as soon as that happens we will get the vehicle scheduled back in to install the new sensor. Thanks,Scott.

Updated: 07/22/2014 15:31:09 By T7243KH

the part is here. we are trying to contact the custome to schedule him in to have it installed. we keep getting voice mail and no return calls.

Updated: 08/02/2014 12:53:45 By T4169MV

the customer still has not returned any phone calls to schedule an appointment. he has been contacted multiple times. we have left messages on voice mail and with wife. as soon as we get the car back in here I will put the part on. do I leave the case open? Thanks,Scott.

Updated: 08/02/2014 13:08:40 By T4169MV

as far as anyone here can tell me, he still is not on the schedule. should I close out this case a second time?

Updated: 09/05/2014 09:56:11 By T4169MV

RESOLUTION

Scott be sure everything is stock even grill and no accidents and may need to the alignment next if no better then put on module thanks Ken

Updated: 07/15/2014 17:20:11 By T7243KH

We have responded to your Ticket but have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please provide a resubmission. If you have repaired the vehicle please close the

ticket and give details on what fixed it and remember if the car returns you can reopen a closed ticket so there is not many tickets for one issue and thanks for a good job. Thanks, Chrysler Star Center.

Updated: 07/18/2014 23:08:16 By T7243KH

Ok Scott waiting on parts and thanks

Updated: 07/22/2014 15:31:09 By T7243KH

Let me know if you cant get part...thx...volkman

Updated: 07/25/2014 12:09:07 By T4169MV

How we coming?...volkman

Updated: 08/02/2014 12:53:45 By T4169MV

Close out case customer unresponsive. If they do come back in dealer will call if help is needed....volkman

Updated: 08/02/2014 13:08:40 By T4169MV

Parts are in and dealership is trying to get the customer in for repair

Updated: 08/02/2014 13:19:57 By T4583SS

Additional information required. Parts are in and dealership is trying to get the customer in for repair

Updated: 08/02/2014 13:20:06 By T4583SS

As of 08/05/2014 dealership is still unable to get customer into dealership for repair. CAIR is involved.

Updated: 08/06/2014 08:07:06 By T4583SS

Has customer been rescheduled yet?...volkman

Updated: 08/11/2014 10:42:25 By T4169MV

Pls update on status...thx...volkman

Updated: 09/05/2014 09:56:11 By T4169MV

acc sensor replacement.

Updated: 09/05/2014 10:33:01 By T1813DW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT7 | EC | Built Date | 06/24/2013 | Mileage | 8,256 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 07/15/2014 18:10:22 | By | T8068S0 |
| Updated | 08/06/2014 08:37:13 | By | T3435RT |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|----------------------------------|---------|---------------------|
| U0011 | CAN Interior Bus Off Performance | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-------------------|----------------------------|--------------|----------------|------------|
| Dealer | 67311 | FLETCHER CHRY PRODUCTS INC | Phone | (317) 738-4170 | |
| Address | 3099 NORTH MORTON | | | | |
| City | FRANKLIN | State | IN | ZIP | 46131 9744 |
| Dealer Zone | 42 | County | JOHNSON | Country | USA |
| Tech | DAN TEMPLETON | | | | |
| STAR | T3435RT | | | | |

CUSTOMER CONCERN

Customer states that vehicle brakes while driving on highway Customer states radio screen goes black then back on (looks like when first started. At times warning message something with the word radar? Vehicle has stored fault u0011-00 in FFCM. The vehicle has been in to our shop twice and we have driven it extensively with no luck recreating the problem. Customer states he turns off brake detection system but after screen reset it is back on. Customer states that cruise control is not on when braking happens. Customer states he has no desire to drive the vehicle again until it is repaired.

Updated: 07/15/2014 18:10:22 By T8068S0

DTC IS STORED. THIS IS THE ONLY DTC IN SYSTEM.CUSTOMER STATES THAT THIS HAPPENS ON HIGHWAY AND ALSO IN TOWN DRIVING

Updated: 07/16/2014 11:24:51 By T8068S0

AFTER THE 3RD TEST DRIVE AND RESCAN. IT HAD A STORED CODE IN ACC SYSTEM. C14A5-00. JEEP DID NOT ACT WHILE DRIVING

Updated: 07/16/2014 18:37:04 By T8068S0

RESOLUTION

Dan, Is this DTC active? Sounds like this may be happening due to the radio cutting of and on. Is there any DTC's against the ACC? Just wonder how the customer is driving this vehicle compared to how you are test driving this?

Updated: 07/15/2014 18:10:22 By T8068S0

Dan, with the radio going on and off would suspect the radio for this concern. If the radio resets it could be setting the ACC back to the default on.

Updated: 07/16/2014 11:24:51 By T8068S0

Dan, Have you checked the ACC sensor for the alignment and any obstructions?

Updated: 07/16/2014 18:37:04 By T8068S0

TA- 07/18/2014 contacted by shop foreman Mike Demaree, states that customer is complaining that his ACC on his vehicle will brake on its own without any vehicles in front of him. Dealer states that concern could not be duplicated. States that vertical calibration was needed vehicle was test-driven without duplication, instructed that if sensor and wiring has been inspected for damaged etc., and all bezels are attached to release vehicle back to customer, also referred to SB1308000274.

Updated: 07/18/2014 10:45:07 By T3711MG

Dan, Has this vehicle been repaired at this time? If so please close this case with a detailed report on the repair. If not let me know if you need further assistance. Thanks Scott

Updated: 08/05/2014 19:24:06 By T8068S0

Tech's closing statement: "ACC ALIGNMENT". Dtc: U0011. Technician Closure Requested.

Updated: 08/06/2014 08:37:13 By T3435RT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECT3 | EC [REDACTED] | Built Date | 02/17/2013 | Mileage | 1 272 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 08/01/2014 17:19:53 | By | T1990NP |
| Updated | 09/05/2014 08:49:57 | By | T9274JC |

CONTACT

| | | | | | |
|--------------------|----------------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 45148 | JACKSONVILLE CHRYSLER JEEP DODGE | Phone | (904) 493-0000 | |
| Address | 11101 NURSERY FIELDS DRIVE | | | | |
| City | JACKSONVILLE | State | FL | ZIP | 32256 3903 |
| Dealer Zone | 66 | County | DUVAL | Country | USA |
| Tech | Ahmad Benu | | | | |
| STAR | T9274JC | | | | |

CUSTOMER CONCERN

CUSTOMER STATES AUTO BRAKES WILL APPLY FOR NO REASON AND RADAR WILL DETECT CARS NEXT TO IT AND DETERMINE THEM AS IN FRONT OF IT. ALSO FAILED TO APPLY AUTO STOP FEATURE WITH VEHICLE IN FRONT.

Updated: 08/01/2014 17:19:53 By T1990NP

RESOLUTION

Ahmad, are all mods up to date? If so, are there any aftermarket accys.(including alarm, remote start, cell charger, speed pass, gym pass, toll pass, Zune mp3, Blackberry, I pod, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, perform both of the ACC alignment procedures. Per SOL #S1308000274: The Forward Collision Warning system is NOT designed to be tested. Do not attempt to test the operation of the system on the road. Environmental factors also have impact on the function including rain, fog, road condition and road slope. Also, per SOL S1408000290: that vehicle built with Sales Code – (NH1) - ENHANCED ADAPTIVE CRUISE CONTROL - has the Brake Jerk separated from Active Braking - (Also may be referred to as ACC Enhanced). This means when the Active Braking is turned OFF; the vehicle will still "Brake Jerk" when Forward Collision Detection activates. Thank you, Neil

Updated: 08/01/2014 17:19:53 By T1990NP

concern was unable to duplicate

Updated: 09/05/2014 08:49:57 By T9274JC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT5 | EC1 [REDACTED] | Built Date | 02/08/2013 | Mileage | 1 ,458 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CH | CRUISE WILL NOT HOLD/SET SPEED | |
| Created | 08/06/2014 19:16:01 | By | T7243KH |
| Updated | 11/01/2014 00:45:35 | By | T7243KH |

CONTACT

| | | | | | |
|--------------------|-------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 45465 | TACOMA DODGE CHRYSLER JEEP RAM | Phone | (253) 475-7300 | |
| Address | 4101 S TACOMA WAY | | | | |
| City | TACOMA | State | WA | ZIP | 98409 4620 |
| Dealer Zone | 70 | County | PIERCE | Country | USA |
| Tech | Greg Stril | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

customer gets clean acc sensor message interm and acc then turns off.also at times when driving with acc on and set with no obstacles at all will brake vehicle as if an obstacle is present but clearly not.the sensor is clean but message continues to display but very random

Updated: 08/06/2014 19:16:01 By T7243KH

no grill changes and i already aligned the sensor using the tool and did the very long drive relearn process first but it still is happening.do you think the module is a best first part and not the sensor first? if i had to guess i would start with the sensor and module second but havent had an issue with either in these vehicles so far.

Updated: 08/06/2014 22:41:22 By T7243KH

or is the whole acc sensor and module one unit all included?not real clear on my end but thats what im going to do.

Updated: 08/06/2014 22:41:22 By T7243KH

vehicle is not fixed waiting on parts then I will update the ticket.

Updated: 08/12/2014 17:31:30 By T7243KH

yes still waiting,back order i believe

Updated: 09/11/2014 16:12:04 By T7243KH

still waiting

Updated: 09/23/2014 21:15:45 By T7243KH

i would love and update but still waiting on parts unless you have a better idea to give me some help?

Updated: 10/07/2014 22:39:31 By T7243KH

ok that makes more sense to know that.The customer reminds us too so between the two of you im taking a beating.if only someone would remind me this many times about my anniversary,now that would be helpful.Ill keep checking but dont know what the hold up is.

Updated: 10/08/2014 16:01:37 By T7243KH

part finally came in,trying to get customer in to install part now and then I will update case.

Updated: 10/27/2014 15:38:53 By T7243KH

just put the acc sensor on this afternoon and the car just left.i drove it 22 miles with no issues but its very interm.customer agreed to take it and let me know if its fixed.lets leave this open for 1 more week and then i will update it.customer states on average its about 2-3 times a week it sends the error message for clean acc sensor but its clean everytime.at this point we know its new,adjusted correct,and not too many other things it could be.

Updated: 11/01/2014 00:45:35 By T7243KH

RESOLUTION

Greg be sure of no aftermarket grill or acc and you may want to do a alignment on it and could sove the issue if not then I would replace the module then thanks Also I work 2nd shift and if you need another responds back in the morning before I start then please feel free to make a new ticket and choose the call in method and please give us a call and reference this ticket number thanks Ken

Updated: 08/06/2014 19:16:01 By T7243KH

Greg yes the module and all one sensor that I have seen and thanks Also I work 2nd shift and if you need another responds back in the morning before I start then please feel free to make a new ticket and choose the call in method and please give us a call and reference this ticket number thanks Ken

Updated: 08/06/2014 22:41:22 By T7243KH

We have responded to your Ticket but have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please provide a resubmission. If you have repaired the vehicle please close the ticket and give details on what fixed it and thanks for a good job. Thanks, Chrysler Star Center

Updated: 08/12/2014 16:30:02 By T7243KH

Ok Greg waiting on parts yet thanks

Updated: 08/12/2014 17:31:30 By T7243KH

waiting on parts

Updated: 08/16/2014 03:29:27 By T7243KH

waiting on parts yet

Updated: 08/20/2014 17:37:43 By T7243KH

waiting on parts

Updated: 08/25/2014 14:32:31 By T7243KH

Greg still waiting on parts

Updated: 08/28/2014 22:04:27 By T7243KH

We have responded to your Ticket but have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please provide a resubmission. If you have repaired the vehicle please close the ticket and give details on what fixed it and thanks for a good job. Thanks, Chrysler Star Center

Updated: 09/04/2014 16:31:48 By T7243KH

still waiting on parts ?

Updated: 09/10/2014 16:23:03 By T7243KH

Ok parts still on order thanks

Updated: 09/11/2014 16:12:04 By T7243KH

waiting on parts

Updated: 09/17/2014 17:09:08 By T7243KH

Greg are you waiting on part yet thanks

Updated: 09/23/2014 17:25:17 By T7243KH

Ok Greg still waiting on parts

Updated: 09/23/2014 21:15:45 By T7243KH

Greg still waiting on parts

Updated: 09/27/2014 10:28:06 By T7243KH

Called dealer and parts are still on order

Updated: 09/27/2014 11:46:43 By T7243KH

Still waiting on parts to come thanks

Updated: 10/02/2014 17:29:24 By T7243KH

need your response on this or we can call you or service manager to get a update of this to give you some more help thanks Ken

Updated: 10/07/2014 17:21:53 By T7243KH

No were just suppose to get a update every four days or do thanks ken

Updated: 10/07/2014 22:39:31 By T7243KH

Greg just do what I am told and stil waiting on parts thanks Ken

Updated: 10/08/2014 16:01:37 By T7243KH

waiting on parts

Updated: 10/13/2014 23:47:56 By T7243KH

Greg I have been gone the past week and somebody was to respond to your issue and sorry they did not and go ahead and close your ticket unless you needing more help and let me know and sorry again thanks Ken

Updated: 10/27/2014 15:38:53 By T7243KH

How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job. Ken

Updated: 10/31/2014 21:13:22 By T7243KH

Greg please go ahead and close the ticket you can always reopen a ticket and module seem to fix so far and thanks for good Job thanks Ken

Updated: 11/01/2014 00:45:35 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG1 | EC [REDACTED] | Built Date | 10/17/2013 | Mileage | 15,632 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 08/07/2014 15:16:32 | By | T5002D1 |
| Updated | 09/26/2014 12:11:52 | By | T1416MM |

CONTACT

| | | | | | |
|--------------------|----------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 68010 | RIVER FRONT CHRYSLER JEEP DODGE | Phone | (630) 907-1700 | |
| Address | 200 HANSEN BOULEVARD | | | | |
| City | NORTH AURORA | State | IL | ZIP | 60542 8920 |
| Dealer Zone | 51 | County | KANE | Country | USA |
| Tech | Patrick Somers | | | | |
| STAR | T5880SL | | | | |

CUSTOMER CONCERN

| |
|---|
| <p>ACTIVE U1215 DTC <i>Updated: 08/07/2014 15:16:32 By T5002D1</i></p> <p>i have attempted battery disconnect capacitive discharge, i have tested wiring between acc & fcm, i have attempted vehicle reconfig, i have contacted or zone tech rep. the ipc does display acc off & acc fcw limited func., i have road tested and verified the acc/fcw is inoperative. i have tried WiPod, microPod, starmobile its not a sacn tool issue. the active fault code is in the BCM for U1215. i have attempted to reflah the BCM.....nothing seems to get this FCCM back on the vehicles network....i have orderd a replacement BCM...until then the customer is taking the vehicle.</p> <p><i>Updated: 08/08/2014 15:16:04 By T8068S0</i></p> <p>D448 & D449 overlayed between acc & fcm---still not active. gonna replace adaptive cruise ctrl module</p> <p><i>Updated: 08/20/2014 15:18:02 By T2308TB</i></p> <p>2.4V on D448 & 3.5V on D449 at acc connector</p> <p><i>Updated: 08/20/2014 15:18:02 By T2308TB</i></p> <p>these acc modules are backordered, will there be any possible issues taking one from the dealerships vehicle inventory and installing it to this customers vehicle?</p> <p><i>Updated: 08/21/2014 08:35:35 By T5880SL</i></p> |
|---|

RESOLUTION

| |
|---|
| <p>Pat called for assistance on this concern. Pat states that he performed the chart for this code and is being led to replace the adaptive cruise module. I advised Pat to load test the powers, grounds and data lines to the FFC module annd the adaptive cruise module. If all test ok, replace the adaptive cruise module. DougM.</p> <p><i>Updated: 08/07/2014 15:16:32 By T5002D1</i></p> <p>Lets try doing a battery disconnect capacitive discharge Hook battery cables together for 20 min and retest. Sounds like this may be a falsh code.</p> <p><i>Updated: 08/08/2014 09:15:53 By T8068S0</i></p> <p>Patrick, Let me know when you have this new BCM and if this repairs this concern.</p> |
|---|

Updated: 08/08/2014 15:16:04 By T8068S0

ACC is inop and not on the bus. Camera not on bus. Advised and did measure the ACCM Can C to camera and had 7 volt and 1 volt. Advised cut these at ACCM and measure if still 7 volt replace module if normal Can C voltage cut and replace the can circuits from ACCM and camera. TimB.

Updated: 08/20/2014 14:32:15 By T2308TB

Dealer called. Has overlaid the Can C from ACC to camera and currently has 2.4 volt on one leg and 3.6 on other leg. Advised as there is still no communication with ACC to replace the module. TimB

Updated: 08/20/2014 15:18:02 By T2308TB

Advised Pat not to swap ACC modules from another vehicle, due to potential VIN and configuration mismatch concerns that may arise from that. If management decides that this qualifies for VOR status due to a potential safety concern, contact expediting to alert them to this. Steve

Updated: 08/21/2014 08:35:35 By T5880SL

AFTER REPLACING MANY PIECES, FOUND THAT THE FRT FACING CAMERA WAS BOXED INCORRECTLY AND WE HAD THE INCORRECT CAMERA INSTALLED ON THE VEHICLE. INSTALLED THE PROPER CAMERA AND CALIBRATED

Updated: 09/11/2014 15:25:38 By T5880SL

TA worked with Dealer Tech on multiple different days to address concern of no communication to FFCM and ACC. Ultimately verified that the harness for the ACC needed to be replaced, as there was an issue with the connector at the ACC that was causing inconsistent operation. After getting the ACC back online, still could not communicate with FFCM. Spent many hours trying to address concern. Finally discovered that the dealer had received a FFCM that had been mis-packaged. The dealer had installed P/N # 68231909AA, even though they had ordered 68231908AA. Once the correct FFCM was installed on the vehicle, the concern was rectified...mam50-Matt Maertens-630-842-3949

Updated: 09/26/2014 12:11:52 By T1416MM

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG9 | EO [REDACTED] | Built Date | 01/09/2014 | Mileage | 6,791 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 08/08/2014 11:01:15 | By | T4756RH |
| Updated | 08/27/2014 10:56:23 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|----------------------|--------------------------------|--------------|----------------|-------|
| Dealer | 43453 | PUEBLO DODGE CHRYSLER JEEP RAM | Phone | (719) 545-6666 | |
| Address | 2147 HIGHWAY 50 WEST | | | | |
| City | PUEBLO | State | CO | ZIP | 81008 |
| Dealer Zone | 74 | County | PUEBLO | Country | USA |
| Tech | Richard Reyes | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

adaptive cruise control not functioning properly, evic will state to "clean sensor" and vehicle will display "BRAKE" at random times while not using any cruise control function.

Updated: 08/08/2014 11:01:15 By T4756RH

sorry it toke so long to reply, I had found a bezel missing from the acc sensor, just missing, looked for any marks or damages, none, installed a new bezel around acc sensor, and test drove, my service manager toke it for a drive and found that at random times, the acc sensor will not see a vehicle in front of it, while driving, vehicles were merging on the highway, vehicle merged on to highway in front of the vehicle, acc sensor didn't even notice it or see and started to accelerate. vehicle is all stock, no modifications performed nor any collision repairs made. thanks Richard.

Updated: 08/14/2014 11:08:14 By T4756RH

it was not correctly snapped into place because the new fit with no problems and there are no damages to the front bumper nor the acc sensor, and im sorry but I forgot to mention, while my service manager was driving, he said that the evic displayed a message stating "acc unavailable, clean sensor" he pulled off the road and cycled the key, and acc was working again. sensor was cleaned before test drive.

Updated: 08/14/2014 11:26:35 By T4756RH

RESOLUTION

Richard, No common issues being reported for this type of concern, Make sure the ACC sensor is not damaged from impact or misaligned, no aftermarket accessories or modifications were performed, no recent collision repairs performed elsewhere. Wheels and tires, suspension all factory. Thanks, Rich H.

Updated: 08/08/2014 11:01:15 By T4756RH

Richard, Any updates on this case, if more help is needed let star center know, if it's been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.

Updated: 08/14/2014 08:13:57 By T4756RH

Richard, How did the Bezel end up missing then?

Updated: 08/14/2014 11:08:14 By T4756RH

Richard, You may have a possible ACC sensor, you may need to replace and calibrate a new one and re-test.

Updated: 08/14/2014 11:26:35 By T4756RH

Richard, Any updates on this case, if more help is needed let star center know, if it's been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.

Updated: 08/20/2014 08:54:45 By T4756RH

Richard, Andrew, Any updates on this case, if more help is needed let star center know, if it's been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.

Updated: 08/25/2014 10:07:37 By T4756RH

part is back ordered

Updated: 08/27/2014 10:56:23 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT4 | EO | Built Date | 08/03/2013 | Mileage | 6,000 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|----------------------------------|
| Case Ref | | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 08/16/2014 16:08:27 | By | T4520J1 |
| Updated | 10/30/2014 10:06:34 | By | T7363PW |

CONTACT

| | | | | | |
|--------------------|----------------|------------------------------|--------------|----------------|------------|
| Dealer | 59725 | LARRY H MILLER CHRYSLER JEEP | Phone | (208) 947-6500 | |
| Address | 222 AUTO DRIVE | | | | |
| City | BOISE | State | ID | ZIP | 83709 0748 |
| Dealer Zone | 70 | County | ADA | Country | USA |
| Tech | Joe Cox | | | | |
| STAR | T7363PW | | | | |

CUSTOMER CONCERN

| |
|--|
| acc/fcw not operative clean lens message intermittent. <i>Updated: 08/16/2014 16:08:27 By T4520J1</i> Test drove with customer . Message returns randomly. Verified previously mount and lens are in good shape and aligned. No codes only message <i>Updated: 08/28/2014 14:28:02 By T4583SS</i> The weather is very nice. No moisture. Vehicle is very clean including lens. <i>Updated: 09/04/2014 09:20:41 By T7363PW</i> |
|--|

RESOLUTION

| |
|---|
| Hello Joe. No common reports of this concern. It appears that the option is functional at this time. It is imperative that the concern is replicated. Feel free to repond with any questions. Jesse S. <i>Updated: 08/16/2014 16:08:27 By T4520J1</i> Customer did not stay for a complete diagnosis. Customer to return at a later date. <i>Updated: 08/23/2014 15:46:09 By T4583SS</i> Tech requested case be re-opened: Test drove with customer . Message returns randomly. Verified previously mount and lens are in good shape and aligned. No codes only message Escalated to a Master Consultant <i>Updated: 08/28/2014 14:28:02 By T4583SS</i> Hello Joe. What are the weather conditions like when the issue occurs? Was the lense dirty at all? -Patrick <i>Updated: 08/29/2014 15:22:00 By T7363PW</i> Alright, lets go ahead and replace the FCW camera. <i>Updated: 09/04/2014 09:20:41 By T7363PW</i> . <i>Updated: 09/30/2014 08:33:48 By T9274JC</i> Additional information required. FCW camera is currently on back order.....vehicle not repaired |
|---|

Updated: 09/30/2014 08:38:20 By T9274JC

Thank you for the update.

Updated: 10/01/2014 08:13:30 By T4520J1

PART IS STILL ON BACK ORDER

Updated: 10/04/2014 11:07:45 By T4520J1

Additional information required. Joe. Has Parts expediting been contacted at 800-765-7732 to confirm available parts?
Jesse S.

Updated: 10/04/2014 11:09:21 By T4520J1

Returning case to master consultant. Jesse S.

Updated: 10/04/2014 11:20:52 By T4520J1

Customer and or parts not here

Updated: 10/30/2014 10:06:34 By T7363PW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG7 | EC [REDACTED] | Built Date | 09/15/2013 | Mileage | 6,274 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 08/20/2014 21:25:11 | By | T7243KH |
| Updated | 08/28/2014 21:40:32 | By | T7243KH |

CONTACT

| | | | | | |
|--------------------|-----------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 60136 | FAIR OAKS CHRYSLER JEEP DODGE | Phone | (703) 961-9900 | |
| Address | 4170 AUTO PARK CIRCLE | | | | |
| City | CHANTILLY | State | VA | ZIP | 20151 1225 |
| Dealer Zone | 35 | County | FAIRFAX CO) | Country | USA |
| Tech | Benny Crihfield | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

customer stated adaptive cruise cuts out and says clean lens

Updated: 08/20/2014 21:25:11 By T7243KH

no ken I have not I was told it had restrictions on this vehicle and was being transferred to customer service but I havnt heard anything

Updated: 08/25/2014 22:50:38 By T7243KH

RESOLUTION

This vehicle has a restriction on it and that issues are to be handle by the ESC group and I will forward your ticket to them and they will respond back to you thanks.

Updated: 08/20/2014 21:25:11 By T7243KH

Ben have you been getting help on this cruise issue let me know thanks Ken

Updated: 08/25/2014 16:05:56 By T7243KH

Ben if you look at your vip report on this car it has you call 866-275-1420 for repair instruction thanks Ken

Updated: 08/25/2014 22:50:38 By T7243KH

will call number suggested

Updated: 08/28/2014 21:40:32 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG7 | EC2 | Built Date | 10/16/2013 | Mileage | 6,119 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 08/21/2014 18:34:06 | By | T5002D1 |
| Updated | 09/25/2014 11:53:07 | By | T8448RT |

CONTACT

| | | | | | |
|--------------------|-------------------|-----------------------------|--------------|----------------|------------|
| Dealer | 41600 | EXTREME DODGE CHRYSLER JEEP | Phone | (517) 783-6200 | |
| Address | 2300 SEYMOUR ROAD | | | | |
| City | JACKSON | State | MI | ZIP | 49201 8877 |
| Dealer Zone | 42 | County | JACKSON | Country | USA |
| Tech | GARY STURGIL | | | | |
| STAR | T8448RT | | | | |

CUSTOMER CONCERN

When driving with the adaptive cruise on intermittently the message will come up to brake when there are no other vehicles around.

Updated: 08/21/2014 18:34:06 By T5002D1

RESOLUTION

Gary, try a capacitive discharge first. Also, check for module updates. I also recommend checking the ACC module mounting and for damage, especially if the vehicle was in an accident. If nothing is found, perform the sensor alignment procedure. Thanks, Doug.

Updated: 08/21/2014 18:34:06 By T5002D1

n/a

Updated: 08/21/2014 18:34:20 By T5002D1

Please resubmit if more help is needed or close the ticket at your end. Thanks, Doug

Updated: 09/17/2014 08:50:40 By T5002D1

REPLACED ACC SENSOR

Updated: 09/25/2014 11:53:07 By T8448RT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJM9 | EC [REDACTED] | Built Date | 01/10/2014 | Mileage | 2,900 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ABS | ABS/ESP LIGHT ON | |
| Created | 08/26/2014 17:26:16 | By | T8422RW |
| Updated | 09/25/2014 15:29:12 | By | T2415EB |

CONTACT

| | | | | | |
|--------------------|------------------|----------------------------|--------------|----------------|------------|
| Dealer | 60428 | BETTENHAUSEN CHRYSLER JEEP | Phone | (708) 460-5337 | |
| Address | 15941 S 94TH AVE | | | | |
| City | ORLAND PARK | State | IL | ZIP | 60462 5522 |
| Dealer Zone | 51 | County | COOK | Country | USA |
| Tech | Mark Graue | | | | |
| STAR | T2415EB | | | | |

CUSTOMER CONCERN

acc inop
Updated: 08/26/2014 17:26:16 By T8422RW
auto high beams come on intermittently also
Updated: 08/26/2014 17:26:16 By T8422RW
?
Updated: 08/26/2014 17:26:16 By T8422RW
inspected connector, disassembled and checked pin tension, was all ok, released to customer and cameback with no codes but cluster says to clean lens even though it is clean
Updated: 08/28/2014 16:36:13 By T8422RW

RESOLUTION

Mark have you seen Star case s1308000336 as of yet. Bob W
Updated: 08/26/2014 17:26:16 By T8422RW
Mark sounds like a internal issue with the ACC module. Bob W
Updated: 08/28/2014 16:36:13 By T8422RW
parts on order
Updated: 08/29/2014 18:37:28 By T2415EB
parts on order
Updated: 08/29/2014 18:37:44 By T2415EB
parts on order
Updated: 09/02/2014 11:41:09 By T2415EB
Additional information required. replace the catalytic converter and the camera for the Adaptive Cruise Control. SM
Updated: 09/25/2014 15:29:12 By T2415EB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBM7 | EC [REDACTED] | Built Date | 11/25/2013 | Mileage | 14,642 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | OZ | INACCURATE | |
| Created | 08/28/2014 16:44:45 | By | T5002D1 |
| Updated | 09/06/2014 14:00:33 | By | T3435RT |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| P0585 | Speed Control Switch 1 / 2 Correlation | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Dealer | <input type="checkbox"/> | <input type="checkbox"/> | Phone | <input type="checkbox"/> | |
| Address | <input type="text"/> | | | | |
| City | <input type="checkbox"/> | State | <input type="checkbox"/> | ZIP | <input type="checkbox"/> |
| Dealer Zone | <input type="checkbox"/> | County | <input type="checkbox"/> | Country | <input type="checkbox"/> |
| Tech | <input type="text"/> | | | | |
| STAR | T3435RT | | | | |

CUSTOMER CONCERN

WHEN USING ACC AND FCW FEATURE, AT TIMES, VEHICLE WILL KEEP DRIVING AND NOT SLOWING DOWN EVEN WHEN THE CAR IN FRONT IS DETECTED BY THE CAMERA, AND DISPLAYED ON THE CLUSTER, ALSO EVEN WHEN A CAR IS IN FRONT OF AT A CLOSE RANGE THE CLUSTER WILL DISPLAY THE CAR ICON IN FRONT BUT AT TIMES IT WOULD DISAPPEAR EVEN ON A STRAIGHT ROAD. I HAVE NO CODES, I VERIFIED THE CAMERA IS CLEAN AND SECURED. I CANT FIND OR SEE ANY UPDATES OR TSB'S RELATED TO THIS ISSUE. ALSO "SERVICE FCW/ACC" MESSAGE IS DISPLAYED ON THE CLUSTER.- I ONLY HAVE CODE P0585-00 FROM THE PCM AND ACC MODULE. WOULD THAT CAUSE THAT TO HAPPEN?

Updated: 08/28/2014 16:44:45 By T5002D1

RESOLUTION

Erick, we have no common cases for this code or concern. Replace the switch according to tech connect instructions and retest. Thanks, Doug.

Updated: 08/28/2014 16:44:45 By T5002D1

Tech's closing statement: "REPLACED SCCM AND SPEED CONTROL SWITCH". Dtc: P0585. Technician Closure Requested.

Updated: 09/06/2014 14:00:33 By T3435RT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBT8 | EC [REDACTED] | Built Date | 10/03/2013 | Mileage | 9,659 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | | | | |
|---------------------------|---------------------|------------------------------|----------------------------------|--|--|--|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS | | | |
| Customer Complaint | RIO | RADIO/INFOTAINMENT OPERATION | | | | |
| Created | 08/29/2014 11:06:06 | By | T4520J1 | | | |
| Updated | 10/17/2014 07:42:33 | By | T4520J1 | | | |

CONTACT

| | | | | | | |
|--------------------|---------------------|---------------------------------|----------|----------------|--------------|----------------|
| Dealer | 68752 | WATSEKA CHRYSLER DODGE JEEP INC | | | Phone | (815) 432-4200 |
| Address | 317 W WALNUT STREET | | | | | |
| City | WATSEKA | State | IL | ZIP | 60970 1262 | |
| Dealer Zone | 51 | County | IROQUOIS | Country | USA | |
| Tech | Douglas Becker | | | | | |
| STAR | T4520J1 | | | | | |

CUSTOMER CONCERN

Customer has three concerns: actually the same as last time, very intermittent...(1) 911 phone needs service / happened twice in last weeks, (2) "ACC/ECS unavailable front, wipe sensor clean,") this happens even before she can get down their lane and then 2-3 more times..(3) message appears says "BRAKE" and a very loud warning sound comes on even with no vehicle near. These concerns are very intermittent ...we have not been able to duplicate concern....since customer was in on 06/06 there has been a RRT 14-050 that came out ...none of the concerns I've listed are included in the BCM update as stated in Bulletin 08-053-14 - is it possible that these also could be corrected by this update? Customer is beginning to get very upset with her 2014 Grand Cherokee and will be calling the Customer center soon

Updated: 08/29/2014 11:06:06 By T4520J1

Customer will bring vehicle back on 9/16/2014 and leave all day for us to the suggested usb stickshould I leave this open until then or re-open on Sept 16th

Updated: 08/30/2014 08:08:22 By T4520J1

I have went through the radio screen setup and turned off the active brake collision detection to see if this changes anything. and loaded the usb stick and sent info to email adress. will let you know if anything changes.

Updated: 09/19/2014 09:42:42 By T4520J1

RESOLUTION

Hello Douglas. To better assist you, Using the witech - under the reports tab, please run a vehicle scan report and select the prompt to send to support. Locate a usb stick. Turn the ignition to run. Insert the usb stick into the media hub. Press and hold the temp up and temp down keys until the radio enters engineering mode. If it's a dual zone HVAC, use the driver side. Arrow down and press "move ecall log to usb" Load the usb stick into a computer and email the file to JS1800@chrysler.com. If you have any questions, please let me know. Thank you. Jesse S.

Updated: 08/29/2014 11:06:06 By T4520J1

Thank you for the update. Feel free toto leave the case open. Jesse S.

Updated: 08/30/2014 08:08:22 By T4520J1

What is the current status of the vehicle?

Updated: 09/17/2014 08:39:38 By T4520J1

Douglas. I was unable to locate the ECALL log. Please note what email address it was sent from. Per the scan report, the radio isn't at current service release software. Please install current radio software 14.25.05 per TSB 08-036-14 REV. A RA3 RA4 Radio Enhancements. Keep me posted on the ecall log. Thank you. Jesse S.

Updated: 09/19/2014 09:42:42 By T4520J1

I did get the ecall log. When the vehicle returns, please install the radio software per the stated TSB. Jesse S.

Updated: 09/19/2014 16:48:18 By T4520J1

Called and spoke with Douglas, states vehicle is scheduled to return Tuesday to perform update. Tech will update/close case when repairs completed and verified. Thank you.-Todd

Updated: 10/02/2014 11:00:04 By T3435RT

Thank you for the update. Jesse S.

Updated: 10/04/2014 10:53:00 By T4520J1

Customer will be in tomorrow for repairs

Updated: 10/15/2014 16:16:21 By T2409DC

we performed a radio flash and cant duplicate problem so we are unshure if vehicle is repaired at this time.

Updated: 10/17/2014 07:42:33 By T4520J1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX | EC [REDACTED] | Built Date | 05/22/2013 | Mileage | 14,803 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 08/29/2014 18:49:46 | By | T7243KH |
| Updated | 09/24/2014 16:29:18 | By | T7243KH |

CONTACT

| | | | | | |
|--------------------|-----------------------|----------------------------------|----------------|----------------|------------|
| Dealer | 43689 | HERITAGE CHRYSLER DODGE JEEP RAM | Phone | (410) 356-2277 | |
| Address | 11212 REISTERSTOWN RD | | | | |
| City | OWINGS MILLS | State | MD | ZIP | 21117 1908 |
| Dealer Zone | 35 | County | BALTIMORE CO) | Country | USA |
| Tech | James Kirby | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

ACC NOT WORKING SAYS CLEAN SENSOR
Updated: 08/29/2014 18:49:46 By T7243KH
: PERFORMED ACC ALIGN. ACC ALIGN WILL COMPLETE AT LOWER SPEEDS BUT WILL NOT AT HIGHER SPEEDS. AS SOON AS AREO MODE IS ENTERED ALIGNMENT MODE WILL STOP AND WITECH WILL SAY INVALID RESPONSE. MULTIPLE ATTEMPS. NOTICED ACC PROBLEMS ONLY WHEN IN AREO MODE. ACC WORKS PERFECT UNTIL AREO MODE
Updated: 08/29/2014 18:49:46 By T7243KH
WAS GOING TO BUT PART IS ON NEW MODEL BLOCK NONE AVAILABLE
Updated: 08/30/2014 09:11:09 By T7243KH
waiting on parts
Updated: 09/08/2014 15:36:07 By T7243KH

RESOLUTION

James I would replace the module and the rerun the alignment and see how it does thanks Ken
Updated: 08/29/2014 18:49:46 By T7243KH
Ok James waiting on parts thanks
Updated: 08/30/2014 09:11:09 By T7243KH
waiting on parts
Updated: 09/05/2014 01:50:51 By T7243KH
Still waiting on parts ok thanks
Updated: 09/08/2014 15:36:07 By T7243KH
Still waiting on parts thanks
Updated: 09/12/2014 16:42:32 By T7243KH
waiting on parts

Updated: 09/18/2014 16:05:45 By T7243KH

WAITING ON PART

Updated: 09/24/2014 16:29:18 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG8 | EC [REDACTED] | Built Date | 08/16/2013 | Mileage | 15,000 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 09/02/2014 16:14:49 | By | T5929DH |
| Updated | 09/19/2014 11:52:17 | By | T5929DH |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 24165 | AUTONATION CHRYSLER DODGE JEEP | Phone | (206) 365-3530 | |
| Address | 13733 AURORA AVE N | | | | |
| City | SEATTLE | State | WA | ZIP | 98133 6912 |
| Dealer Zone | 70 | County | KING | Country | USA |
| Tech | Brandy Lines | | | | |
| STAR | T5929DH | | | | |

CUSTOMER CONCERN

I2R SPECIAL HANDLING Customer Name: [REDACTED] Vehicle: 2014 Jeep Grand Cherokee VIN#: EC2 [REDACTED]
 Dealership: Town & Country Chrysler Jeep Dodge Dealer Code: 24165 Dealer Contact: SA Marlen Dealer Phone: 206-365-3530 Reported Concern: -Air suspension module -CEL -Vehicle brakes when nothing in front of customer -Weather stripping on passenger front and rear -MPG off Customer is requesting a replacement.
 Updated: 09/02/2014 16:14:49 By T5929DH

RESOLUTION

Left voicemail for Brandy - TS requested the dealer report back with findings and to review all of the customers concerns.
 Updated: 09/02/2014 16:14:49 By T5929DH

TS received a voicemail from Brandy (1910 9-2-14) - Dealer advised they are still waiting for the FCW module and assistance with getting the part is needed. TS called the dealer back, left a voicemail for Brandy - TS requested the dealer report back to review tech findings to document why the FCW needs to be replaced, and requested the dealer report back with the part number and VOR order number. Dealer to report back.
 Updated: 09/03/2014 11:34:41 By T5929DH

Spoke with Brandy - part number is: 68259548aa, order number is 0827Z9 and dealer has been waiting for a VOR order since the 27th, and the order has not upgraded to a VOR status. TS advised part order will be escalated for expedite. When driving the vehicle, the FCW activates when there is no reason for it to activate. Dealer advised there are no codes. when changing the distance from far to close, the issue gets worse. No impact damage to the front of the vehicle. no damaged ball studs / adjusting studs on the radar. Lens is clean. TS advised the radar should only need to be aligned. Dealer to perform and report back. Dealer advised the FCW is sending false signals and the module will require replacement. TS advised the only signal the FCW will send is if an obstacle is detected (whether real or not). TS advised based on the description above, issue gets worse when system is changed from far to close, the issue is consistent with an alignment issue, the FCW likely does not require replacement.
 Updated: 09/03/2014 15:14:40 By T5929DH

Left voicemail for Brandy - TS requested the dealer report back with updates regarding the alignment of the FCW module/sensor. Dealer to report back. TS advised parts have been held up in Germany, may be another 1-2 weeks for the parts to reach the United States.

Updated: 09/05/2014 16:56:09 By T5929DH

TS received a voicemail from Brandy (1830 9-5-14) - Dealer advised they had their tech try to perform the alignment procedure, and the sensor will not align, they loose communication. Dealer advised they are waiting on the part. TS called the dealer back, spoke with Brandy, requested to speak with the tech. TS spoke with Jacob the Tech - Tech advised they perform the vertical alignment, then when performing the horizontal alignment through WiTech, the ACC can not re-learn itself, and WiTech states to re-start procedure continually. TS confirmed with the tech there are no damaged, broken, loose, bent parts, and no front end impact damage on the vehicle. Tech advised the WiTech is up to date, and they are using a STAR Mobile as the communication device between the computer and vehicle. TS advised historically there have been issues using a STAR Mobile as a communication device on PowerNet vehicles. TS advised to perform procedure with a WiPod or Micro Pod. Tech will report back.

Updated: 09/08/2014 16:43:06 By T5929DH

Spoke with Brandy - Dealer advised the alignment did not work. Dealer advised they have received the sensor, but the technician is off today. Dealer advised they will install the sensor and report back to TS on 9-16-14 with updates.

Updated: 09/15/2014 11:42:18 By T5929DH

Per CAIR, vehicle has been repaired. TS closed the claim

Updated: 09/19/2014 11:52:17 By T5929DH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|-----|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM8 | EO [REDACTED] | Built Date | 1/11/2013 | Mileage | 543 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | OZ | INACCURATE | |
| Created | 09/03/2014 13:09:05 | By | T8068S0 |
| Updated | 10/01/2014 17:51:16 | By | T8068S0 |

CONTACT

| | | | | | |
|--------------------|------------------|------------------------------------|--------------|----------------|------------|
| Dealer | 52912 | GLENN E THOMAS DODGE CHRYSLER JEEP | Phone | (562) 426-5111 | |
| Address | 2100 E SPRING ST | | | | |
| City | SIGNAL HILL | State | CA | ZIP | 90755 2115 |
| Dealer Zone | 71 | County | LOS ANGELES | Country | USA |
| Tech | Gilbert Lopez | | | | |
| STAR | T8068S0 | | | | |

CUSTOMER CONCERN

forward collision is inop when vehicles is too close no chime and no display to brake

Updated: 09/03/2014 13:09:05 By T8068S0

checked for dtcs no codes camera looks good no problem found contacted body shop and they stated only door was painted performed radio update on another vehicle and road tested forward collision was inop also possibly update can affect the performance of forward collision system? and radio is up dated to 14.25.5

Updated: 09/10/2014 19:13:06 By T8068S0

It was on turned feature off in radio and hard key button on control head off then waited couple of minutes turned feature on on radio and hard key road test feature was not working

Updated: 09/11/2014 09:44:14 By T8068S0

acc works great no problem with that just front collision warning system is not working

Updated: 09/11/2014 15:08:13 By T8068S0

RESOLUTION

Tech states customer states this did work before the body shop had this vehicle and tech did a radio update. Advised tech to check for any DTC's for this concern. Tech states he will check for DTC's and checkr the camrea at the rear view mirror then call back with findings

Updated: 09/03/2014 13:09:05 By T8068S0

Gilbert, Try going into the radio and see if this option is turned on or off at this time. After doing the update could ahve turned this option off and would need to be turned back on.

Updated: 09/10/2014 19:13:06 By T8068S0

Gilbert, Does the Adaptive cruise work?

Updated: 09/11/2014 09:44:14 By T8068S0

Called Gilbert, Tech states the radio is the RA4 and this concern happenend after doing the update to this radio. Radio is updated to the 14.25.5. I am sending a email to the radio guys to see if they have any info on this so hold tight until i hear back from them.

Updated: 09/11/2014 15:08:13 By T8068S0

Checking on the status of this vehicle. Have you resolved the vehicles concern? If so, please take a moment to give a detailed explanation on what you did to correct the issue and close the ticket out. If you are in need of further assistance, please respond and we will gladly help. Otherwise, thank you for contacting the Star Center.

Updated: 09/22/2014 08:29:11 By T8068S0

road tested multiple vehicles found no problem was found with customers vehicle road tested with customer explained the procedures all ok

Updated: 10/01/2014 17:51:16 By T8068S0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG0 | EC [REDACTED] | Built Date | 06/27/2013 | Mileage | 14,480 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 09/04/2014 10:33:35 | By | T2308TB |
| Updated | 09/05/2014 13:34:23 | By | T2308TB |

CONTACT

| | | | | | |
|--------------------|---------------------|-------------------------------|----------------|----------------|------------|
| Dealer | 43582 | MOSS BROS CHRYSLER DODGE JEEP | Phone | (909) 884-8255 | |
| Address | 1100 SOUTH E STREET | | | | |
| City | SAN BERNARDINO | State | CA | ZIP | 92408 1915 |
| Dealer Zone | 71 | County | SAN BERNARDINO | Country | USA |
| Tech | Brian Soerink | | | | |
| STAR | T2308TB | | | | |

CUSTOMER CONCERN

CHECK AND ADVISE ON WHY BRAKE LIGHT BEEPS 3 TIMES AND FLASHES ON THE DASH WHILE GOING UNDER OVERPASSES ON FREEWAY & ON WHY BRAKES WILL ALL OF A SUDDENLY APPLY ON THEIR OWN WITH NO ONE IN FRONT OF VEHICLE

Updated: 09/04/2014 10:33:35 By T2308TB

RESOLUTION

Has intermittent FCW concern. Advised to go into radio screen turn off FCW and retest. If needed also turn off the Blind Spot Monitoring to see if that has any cause of issue. timB.

Updated: 09/04/2014 10:33:35 By T2308TB

CALIBRATED THE ACC SENSOR-IT WAS POINTED UP & TO THE RIGHT

Updated: 09/05/2014 13:34:23 By T2308TB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM4 | EC4 [REDACTED] | Built Date | 01/20/2014 | Mileage | 6,949 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 09/05/2014 16:16:31 | By | T4756RH |
| Updated | 09/10/2014 08:31:54 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|-----------------------|---------------------------|--------------|----------------|------------|
| Dealer | 63562 | C H URNESS MOTORS COMPANY | Phone | (541) 296-2284 | |
| Address | 505 CHERRY HEIGHTS RD | | | | |
| City | THE DALLES | State | OR | ZIP | 97058 3580 |
| Dealer Zone | 70 | County | WASCO | Country | USA |
| Tech | GARY SMITH | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

No adaptive cruise control, "ACC/FCW NOT AVAILABLE CLEAN SENSOR" warning in EVIC.
Updated: 09/05/2014 16:16:31 By T4756RH

RESOLUTION

Gary, you may need to replace the ACC module.

Updated: 09/05/2014 16:16:31 By T4756RH

Star: This case is being closed due to inactivity. If this vehicle requires additional assistance, please reopen or create a new ticket for assistance.

Updated: 09/10/2014 08:31:54 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT5 | EC [REDACTED] | Built Date | 07/01/2013 | Mileage | 1 ,871 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 09/09/2014 18:03:20 | By | T0902JT |
| Updated | 09/24/2014 14:34:45 | By | T0902JT |

CONTACT

| | | | | | |
|--------------------|---------------------|---------------------------------|---------------|----------------|------------|
| Dealer | 60518 | STEWART CHRYSLER DODGE JEEP RAM | Phone | (650) 994-9800 | |
| Address | 800 SERRAMONTE BLVD | | | | |
| City | COLMA | State | CA | ZIP | 94014 3222 |
| Dealer Zone | 71 | County | SAN FRANCISCO | Country | USA |
| Tech | ERICK GONZALEZ | | | | |
| STAR | T0902JT | | | | |

CUSTOMER CONCERN

(VEHICLE EQUIPPED WITH FORWARD COLLISION WARNING) WHEN DRIVING ON THE FREEWAY, THE !BRAKE! MESSAGE IS DISPLAYED AND FLASHING AND STARTS BEEPING, IT HAPPENS FOR A FEW SECONDS EVEN THOUGH THERE ISNT A CAR OR AN OBJECT IN FRONT OF THE VEHICLE IN SIGHT OR EVEN CLOSE. THERE ARENT ANY CODES PRESENT REGARDING THIS SYMPTONS. CAMERA IS CLEAN BY THE WAY

Updated: 09/09/2014 18:03:20 By T0902JT

JUSTIN, I SENT YOU THE REPORTS AS WE SPEAK.

Updated: 09/10/2014 13:48:32 By T0902JT

YES, I HAVE INSPECTED THE FRONT END AND FACIA FOR ANY DAMAGE, EVERYTHING IS INTACT.

Updated: 09/10/2014 18:31:42 By T0902JT

RESOLUTION

Erick, At this time it is suggested to send a vehicle scan report and a vehicle configuration report. Let me know when you have sent the reports.-Justin

Updated: 09/09/2014 18:03:20 By T0902JT

Erick, Is there any damage to the front bumper or fascia? Have you inspected the Adaptive Cruse Control Module? It is also suggested to perform the ACC alignment and verify that there are no concerns. Let me know what you find-Justin

Updated: 09/10/2014 13:48:32 By T0902JT

Spoke Erick, He indicated that he realigned the ACCM and roadtested the vehicle and the concern has not returned. If the vehicle is returned to the customer we ask that you close the ticket indicating what you corrected the concern. Thanks
-Justin

Updated: 09/10/2014 18:31:42 By T0902JT

CALIBRATED VEHICLE RIDE HEIGHT

Updated: 09/24/2014 14:34:45 By T0902JT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|----|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT1 | EO [REDACTED] | Built Date | 03/19/2014 | Mileage | 75 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CW | CRUISE WILL NOT SET | |
| Created | 09/15/2014 10:57:54 | By | T5002D1 |
| Updated | 09/15/2014 11:13:00 | By | T2415EB |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| C144A | Rear Differential Return Control Circuit Low | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-------------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 45512 | DEERY BROTHERS MOTORS OF IOWA | Phone | (319) 337-2101 | |
| Address | 651 HIGHWAY 1 W | | | | |
| City | IOWA CITY | State | IA | ZIP | 52246 4219 |
| Dealer Zone | 51 | County | JOHNSON | Country | USA |
| Tech | Christopher Muehleemann | | | | |
| STAR | T2415EB | | | | |

CUSTOMER CONCERN

ADAPTIVE CRUISE INOP
Updated: 09/15/2014 10:57:54 By T5002D1

RESOLUTION

Chris, this concern is usually caused by the module bracket being bent or the module improperly installed. You may need to compare to a like vehicle to verify whether or not the bracket is bent. Thanks, Doug.
Updated: 09/15/2014 10:57:54 By T5002D1
HAD TO VERTICAL ALIGN ADN RUN THE ROUTINE AGAIN AND FIXXED IT. C144A Rear Differential Return Control Circuit Low. Technician Closure Requested
Updated: 09/15/2014 11:13:00 By T2415EB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT4 | EO [REDACTED] | Built Date | 06/28/2014 | Mileage | 1,681 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 09/23/2014 16:38:04 | By | T1817KS |
| Updated | 09/30/2014 17:22:19 | By | T1817KS |

CONTACT

| | | | | | |
|--------------------|------------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 24002 | SKYLAND CHRYSLER JEEP DODGE RAM | Phone | (828) 667-5213 | |
| Address | 255 SMOKY PARK HIGHWAY | | | | |
| City | ASHEVILLE | State | NC | ZIP | 28806 1140 |
| Dealer Zone | 66 | County | BUNCOMBE | Country | USA |
| Tech | Matthew Garren | | | | |
| STAR | T1817KS | | | | |

CUSTOMER CONCERN

customer states that the vehicle revs and jumps. vehicle acts like it has a miss and losses power. they state that the issue has occurred 4 times since they bought it. they also say the forward collision comes on at odd times or prematurely. and when she accelerates from a stop it wont move when giving it gas.

Updated: 09/23/2014 16:38:04 By T1817KS

ok so I have been driving and still have no codes but as I go to reading and driving and thinking about the complains and symptoms. the adaptive cruise seems to slow me down on the on and off ramps as it should. the forward collision warning was set to far. however it wont slow me down behind any vehicle I am way to close to hitting test vehicles on hwy vs where I should be. but no codes present. the forward collision warning active braking was checked in the head unit. where the customer had it set. I have un checked it and the near adaptive cruise may be working with this system change but only intermittently as I tested it that way 3 times. however I never did get a yellow or red brake warning light.

Updated: 09/24/2014 15:18:58 By T1817KS

ok so the near and far are now working I did a battery pull to put all modules to sleep and the adaptive cruise is working correctly ill test drive again in the morning how ever I will say the warning wont pop saying brake as it approaches to rapidly. (I understand the don't test and also have compared to a like model.) it should pop up "BRAKE".. my tech advisor gave me 4 star cases to review also. I will check into. 0238, 0195, 0342, 0117. I will update again tomorrow.

Updated: 09/24/2014 18:05:04 By T1817KS

RESOLUTION

Hi Matthew, sorry for the delay. We have no related case for the information provided so far. If you went for a drive with the customer would she be able to duplicate some of these concerns so we can see what exactly is happening? To answer your question about the shifter, it is possible but to the best of my knowledge there are no reports of this. Keep me posted. Ken

Updated: 09/23/2014 16:38:04 By T1817KS

Matthew, according to STAR case S1308000274 "the Forward Collision Warning system is NOT designed to be tested. Do not attempt to test the operation of the system on the road." For any further testing I would advised using another dealer employee and vehicle. Note that the brake warning during ACC operation will only come on if the module

calculates that its maximum braking control ability is not enough to slow the vehicle appropriately. So the system will slow you down and if it calculates this is insufficient it will display the brake message to alert the driver to take over braking. Now, all that being said there are a few things I recommend. First is find out if you can if the vehicle has ever been worked on before and if the front end of the vehicle is completely stock (bumper and grill) and no body work has been done. Be sure the camera lens is clean and not fogged or condensated. Next is to perform the ACC camera alignment and calibration. The ACC and FCW both use this camera. Retest in the controlled circumstances I mentioned. Last is to drive in the controlled circumstances and have an assistant watch the scan tool data for the ACC and FCW. Look for any incorrect data. If there is a fault still I'd suspect a ACC camera/module fault as the most likely cause. Keep me posted. I will also ask the trans group about the other complaints to see if they have any insight. Ken

Updated: 09/24/2014 15:18:58 By T1817KS

Wow Matthew, OK good work with the battery disconnect. I'll have to remember that for this concern. I have seen that clear up a lot of issues but did not think of it for this. I assume the STAR cases are S1308000238, S1408000195, S1308000342 or S1408000342 and S1308000117. I didn't see those as applying to these complaints but he may know something about this that I do not. Please do keep me posted. Thanks, Ken

Updated: 09/24/2014 18:05:04 By T1817KS

Matthew, I checked with the trans group as I said I would. There is nothing common and no known issues for the remaining complaints. He did say he would suspect a wiring, connection or module concern being that this is intermittent. You can look over the engine compartment wiring harness and be sure all grounds are secure and connections are locked together. You can check the ESM connections and wiring and check for possible spills from the console on the module. Other than that this will be difficult to diagnose without being able to duplicate it. Please keep me posted with any updates wether or not you can duplicate. Thanks, Ken

Updated: 09/25/2014 09:13:05 By T1817KS

Tech requested ticket be closed stating "COULDNT DUPLICATE"

Updated: 09/30/2014 17:22:19 By T1817KS

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT0 | EC [REDACTED] | Built Date | 03/20/2013 | Mileage | 3 ,868 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | OZ | INACCURATE | |
| Created | 09/25/2014 13:06:01 | By | T6537J0 |
| Updated | 10/31/2014 18:54:39 | By | T6537J0 |

CONTACT

| | | | | | |
|--------------------|---------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 64869 | DARCARS CHRYSLER JEEP DODGE OF | Phone | (301) 622-0010 | |
| Address | 12511 PROSPERITY DR | | | | |
| City | SILVER SPRING | State | MD | ZIP | 20904 1662 |
| Dealer Zone | 35 | County | MONTGOMERY | Country | USA |
| Tech | DAVID MARTIN | | | | |
| STAR | T6537J0 | | | | |

CUSTOMER CONCERN

customer states forward collision system activates when there is no vehicle in front or sides
Updated: 09/25/2014 13:06:01 By T6537J0

sensor clean no aftermarket accessories unable to duplicate issue has setting for near
Updated: 09/25/2014 16:15:00 By T6537J0

road tested with customer found when changing lane to the left system would say clean camera lens and then shut off system and will only reset if car shut off and restarted
Updated: 09/29/2014 16:52:08 By T6537J0

during our road test there was a very intermittent drizzle however customer states it happens at all times not only when there is rain and he constantly keeps it clean
Updated: 09/30/2014 10:10:28 By T6537J0

RESOLUTION

David, Is the sensor clean and not obstructed from any aftermarket accessories? Have you performed the calibration procedure? Were you able to duplicate this issue, what setting is the ACC sensitivity set at?-Josh
Updated: 09/25/2014 13:06:01 By T6537J0

David, Is the "blinder" installed on the front radar camera? Can you have the customer duplicate the issue with you or a advisor present to see if the system is working but the customer's driving habits may be aggressive?-Josh
Updated: 09/25/2014 16:15:00 By T6537J0

David, what are the road conditions during the road test, was it raining? If the conditions were clear I would suspect the front camera is the issue.-Josh
Updated: 09/29/2014 16:52:08 By T6537J0

David, I would suspect a front camera has an internal defect.-Josh
Updated: 09/30/2014 10:10:28 By T6537J0

David calling in regards to the FCW system not working correctly also found the Adaptive cruise not working correct.
Advised David to check the forward facing sensor behind the dash / fascia. Bob W

Updated: 09/30/2014 14:40:45 By T8422RW

parts are in they are calling customer to get the customer back in for repair

Updated: 10/15/2014 11:49:30 By T2409DC

Additional information required. parts are in they are calling customer to get the customer back in for repair

Updated: 10/15/2014 11:49:58 By T2409DC

laser sensor

Updated: 10/31/2014 18:54:39 By T6537J0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG1 | EO [REDACTED] | Built Date | 10/21/2013 | Mileage | 6,924 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 10/07/2014 17:25:16 | By | T2308TB |
| Updated | 10/16/2014 14:54:39 | By | T2308TB |

CONTACT

| | | | | | |
|--------------------|----------------|--------------------------|--------------|----------------|-------|
| Dealer | 23354 | TOM WHITESIDE AUTO SALES | Phone | (740) 869-2296 | |
| Address | 15921 US 62 | | | | |
| City | MT STERLING | State | OH | ZIP | 43143 |
| Dealer Zone | 42 | County | MADISON | Country | USA |
| Tech | Bruce Eggleton | | | | |
| STAR | T2308TB | | | | |

CUSTOMER CONCERN

Message comes up blind spot monitor disabled. Also when adaptive cruise engaged it deactivates and says clean lens. We have cleaned lens and problem still exist.
Updated: 10/07/2014 17:25:16 By T2308TB

RESOLUTION

For the Adaptive cruise if the module lens are cleared and no botructions replace as needed. For the Blind spot check Blind Stop module or sensprs for correct mounting as if not mounted correctly that will disable. And check the harness and connector to the module. timB.

Updated: 10/07/2014 17:25:16 By T2308TB

Do you need more assistance with this vehicle? Let me know or close case. Thanks TimB

Updated: 10/16/2014 14:54:39 By T2308TB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|-------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT1 | EC2 [REDACTED] | Built Date | 07/02/2013 | M ag | 15 801 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | 68 | NOISY | |
| Created | 10/08/2014 19:03:27 | By | T7243KH |
| Updated | 11/20/2014 18:33:11 | By | T1075WS |

CONTACT

| | | | | | |
|--------------------|-----------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 63515 | GLENDALE CHRYSLER JEEP DODGE RAM | Phone | (314) 965-5100 | |
| Address | 10070 MANCHESTER ROAD | | | | |
| City | GLENDALE | State | MO | ZIP | 63122 1827 |
| Dealer Zone | 51 | County | ST LOUIS | Country | USA |
| Tech | Jason Evans | | | | |
| STAR | T1075WS | | | | |

CUSTOMER CONCERN

customer states that when using adaptive cruise control he hears a clicking noise.
Updated: 10/08/2014 19:03:27 By T7243KH
 It sounds like it is coming from the abs hydraulic control unit - have you have any noise issues with those?
Updated: 10/09/2014 16:00:44 By T7243KH
 Customer took vehicle for the weekend - have not got customer back in yet.
Updated: 10/20/2014 13:35:56 By T1075WS

RESOLUTION

Jason never hear of a noise with that system so no issues to point you into one direction and may want to get some chassis ears thank Ken
Updated: 10/08/2014 19:03:27 By T7243KH
 Jason have heard of no issues but that could be normal may want to compare to another WK next thanks Ken
Updated: 10/09/2014 16:00:44 By T7243KH
 Good afternoon Jason, here are a few tips from TechConnect: "An audible noise may be heard during the self-test." "This noise should be considered normal". The question is, why would this do a self test? can you scan this unit for data, while cruising?[might need another person to ride with you], I need to see if this ABS system is "self-testing". Need scan data to get to the bottom of this. I don't see why the customer can't take the vehicle for the weekend, and, bring it back on Monday.[no need to down a vehicle, over an overachieving ABS module], Unless there are other concerns? [been looking everywhere about this...no other cases/fixes yet, no vehicle here to compare it to.]. Please update/close this ticket with your valuable information, thank you,--Mike—
Updated: 10/10/2014 17:16:57 By T1075WS
 Good afternoon Jason, Got any news on this vehicle? Please update/close this ticket with your valuable information, thank you,--Mike—
Updated: 10/17/2014 13:29:43 By T1075WS

Good afternoon Jason, thanks for the update. Please update ticket with any new information, when the customer makes it back, Thank you,--Mike--

Updated: 10/20/2014 13:35:56 By T1075WS

tt Jayson, customer has not returned yet but does have a issue

Updated: 10/28/2014 13:44:17 By T2409DC

Good morning Jason, I went looking through some of the information on TechConnect. Is it possible that the customer noticed this during a period of wet weather? The ABS module monitors the windshield wipers, when the wipers are on, the ABS module will lightly apply the brake pads to keep the rotors/pads dry for improved performance in wet weather. This may be what the customer is experiencing. Hope this helps, please update/close this case if you don't need any more assistance. Thank you,--Mike--

Updated: 11/17/2014 08:49:33 By T1075WS

no direction to go for repairs, I have received more concern from star about closing the case than repairing the vehicle.

[This is Mike, T1075ws, I did not write the previous sentence, I do not push these guys to close, until they are happy/finished with the job, after talking with the tech, I found out that a woman, with no technical background, called him back pressing him to close this ticket. This is a form of harrassment on the tech. I was waiting for his customer to get back, to complete this job. Instead, I get a pissed off tech..... just sayin....]---mike---

Updated: 11/20/2014 18:33:11 By T1075WS

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT9 | EC [REDACTED] | Built Date | 05/23/2013 | Mileage | 1 ,848 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 10/10/2014 09:15:43 | By | T5002D1 |
| Updated | 10/28/2014 14:12:38 | By | T5002D1 |

CONTACT

| | | | | | |
|--------------------|---------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 64869 | DARCARS CHRYSLER JEEP DODGE OF | Phone | (301) 622-0010 | |
| Address | 12511 PROSPERITY DR | | | | |
| City | SILVER SPRING | State | MD | ZIP | 20904 1662 |
| Dealer Zone | 35 | County | MONTGOMERY | Country | USA |
| Tech | Dennis Rios | | | | |
| STAR | T5002D1 | | | | |

CUSTOMER CONCERN

collision alert and cruise control adaptive are malfunctioning, experience rapid braking without cause, not tracking vehicle in front and disabling system and display sensor need to be cleaned,
Updated: 10/10/2014 09:15:43 By T5002D1

RESOLUTION

Dennis, usually if a sensor is off line, the system will not function at all. Check all wiring and connections for the sensor and repair as necessary. If you are able to duplicate the sensor being off line and all connections check good, replace the sensor. If you need to resubmit, include which module has the code in it. Thanks, Doug.

Updated: 10/10/2014 09:15:43 By T5002D1

Dennis, I called your cell and the dealer number and got no answer. Please resubmit with a good time to call your cell. Thanks, Doug.

Updated: 10/14/2014 12:35:17 By T5002D1

Please resubmit if more assistance is needed. Otherwise, close the ticket. Thanks, Doug

Updated: 10/22/2014 08:49:04 By T5002D1

replaced the rear blind sensor.

Updated: 10/28/2014 14:12:38 By T5002D1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG4 | EQ [REDACTED] | Built Date | 07/11/2013 | Mileage | 5 925 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | ABS | ABS/ESP LIGHT ON | |
| Created | 10/10/2014 18:09:57 | By | T4717KK |
| Updated | 10/27/2014 11:17:32 | By | T4717KK |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 65674 | EAST HILLS CHRYSLER JEEP DODGE | Phone | (516) 621-9191 | |
| Address | 2300 NORTHERN BLVD | | | | |
| City | GREENVALE | State | NY | ZIP | 11548 1210 |
| Dealer Zone | 32 | County | NASSAU | Country | USA |
| Tech | Richard HOO | | | | |
| STAR | T4717KK | | | | |

CUSTOMER CONCERN

c/s red brake warning light come on while driving.also fcm light
Updated: 10/10/2014 18:09:57 By T4717KK
road test veh 1hr veh brake byitself with no veh in front of it went back to shop check for codes no codes found.
Updated: 10/15/2014 12:23:39 By T4717KK

RESOLUTION

Richard. Please have the customer duplicate the concern for you. Verify it is not the ACC activating. Ken K.
Updated: 10/10/2014 18:09:57 By T4717KK
Richard. Please perform the sensor alignment procedure. Ken K.
Updated: 10/15/2014 12:23:39 By T4717KK
sensor align
Updated: 10/27/2014 11:17:32 By T4717KK

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECG8 | EC [REDACTED] | Built Date | 0 /06/2013 | Mileage | 3 ,739 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 10/10/2014 18:35:16 | By | T1990NP |
| Updated | 10/14/2014 11:52:33 | By | T1990NP |

CONTACT

| | | | | | |
|--------------------|----------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 60557 | SCOTT ROBINSON CHRYSLER DODGE | Phone | (310) 542-0900 | |
| Address | 20900 HAWTHORNE BLVD | | | | |
| City | TORRANCE | State | CA | ZIP | 90503 4612 |
| Dealer Zone | 71 | County | LOS ANGELES | Country | USA |
| Tech | RAY EUGENIO | | | | |
| STAR | T1990NP | | | | |

CUSTOMER CONCERN

set adaptive cruise control and road test.car will not slow down when approaching car ahead.no dtcs
Updated: 10/10/2014 18:35:16 By T1990NP
 Customer stated seemed to happen after update was done. rrt 14-050.
Updated: 10/13/2014 09:55:07 By T1990NP

RESOLUTION

Ray, confirm which mode is selected.(normal/adaptive). If adaptive is enabled, are there any DTCs? If so, active/stored/pending? If so, & if available, record F/Frame/environmental data to aid in diagnosis, duplicating concern and verifying repair. If no DTCs, are all mods up to date? If so, are there any aftermarket accys.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, perform both horizontal and vertical alignments. Thank you, Neil
Updated: 10/10/2014 18:35:16 By T1990NP
 Ray, are there any DTCs? If so, active/stored/pending? If so, & if available, record F/Frame/environmental data to aid in diagnosis, duplicating concern and verifying repair. If not, confirm which mode is selected.(normal/adaptive). If adaptive is enabled, are all mods up to date? If so, are there any aftermarket accys.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, perform both horizontal and vertical alignments. If you need nore assistance , please answer ALL questions and perform both alignment procedures. Thank you, Neil
Updated: 10/13/2014 09:55:07 By T1990NP
 alignment recalibration procedure
Updated: 10/14/2014 11:52:33 By T1990NP

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJM3 | EC [REDACTED] | Built Date | 11/25/2013 | Mileage | 6,200 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 10/14/2014 15:55:44 | By | T5929DH |
| Updated | 10/17/2014 15:15:07 | By | T5929DH |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| U0001-00 | CAN C Bus- | T3076SB | 04/14/2013 01:25:00 |
| U0002-00 | CAN C Bus Off Performance- | T3076SB | 04/14/2013 01:25:00 |
| U0101-00 | Lost Communication with TCM - | T3076SB | 04/14/2013 01:25:00 |
| U0126-00 | Lost Communication With Steering Angle Sensor - | T3076SB | 04/14/2013 01:25:00 |
| U0140-00 | Lost Communication With Body Control Module - | T3076SB | 04/14/2013 01:25:00 |
| U0212 | Lost Communication With SCM | T3076SB | 04/14/2013 01:25:00 |
| U0212-00 | Lost Communication With SCM- | T3076SB | 04/14/2013 01:25:00 |
| U0422-00 | Implausible Data Received From Body Control Module - | T3076SB | 04/14/2013 01:25:00 |
| U110A | Lost Communication With SCM - CAN-C | T3076SB | 04/14/2013 01:25:00 |
| U110A-00 | Lost Communication With SCM - CAN-C - | T3076SB | 04/14/2013 01:25:00 |
| U11DE-00 | Lost Speed Control Message- | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-------------------------|-----------------------------------|--------------|----------------|------------|
| Dealer | 45358 | STEVENS CREEK CHRYSLER JEEP DODGE | Phone | (408) 248-1800 | |
| Address | 4100 STEVENS CREEK BLVD | | | | |
| City | SAN JOSE | State | CA | ZIP | 95129 1335 |
| Dealer Zone | 71 | County | SANTA CLARA | Country | USA |
| Tech | William Souza | | | | |
| STAR | T5929DH | | | | |

CUSTOMER CONCERN

**** I2R—SPECIAL HANDLING **** Katz, Kelly (408) 710-5808. Stevens Creek CDJ (45358) SA Bill 408-248-1800. (1) stalling (2) anti-collision system triggered and slowed vehicle down to 40 mph
Updated: 10/14/2014 15:55:44 By T5929DH

RESOLUTION

Vehicle is at dealer code 45358, not 60559... Called dealer, spoke with Bill - mileage in is: 7297. Spoke with Jay the tech. Tech advised cant get vehicle to act up. CAN C bus codes stored. Vehicle has been test driven 5 miles. Dealer advised they can not get issue to duplicate. when wiggle testing the wiring, the loss of com test states no issues. Dealer advised they have submitted a vehicle scan report with all of the codes. TS requested the dealer test drive the vehicle another 195 miles mixed driving between highway and city, and report back with results. Vehicle Scan Report attached, faults are:

ABS: U0126-00 stored, ACC: C2227-00 stored, U110A-00 stored, U121E-00 stored, ASCM: U110A-00 stored, ELSD: U0002-00 stored, EPS: U0126-00 stored, FFCM: U0002-00 stored, IPC: U0001-00 stored, U0100-00 stored, U0212-00 stored, LBSS: U0140-00 stored, U0422-00 stored, PCM: P016F-00 pending, U0212-00 pending, U11DE-00 stored, PTS: U0001-00 stored, RFH: U0101-00 stored, SCCM: U0002-00 stored.

Updated: 10/14/2014 15:55:44 By T5929DH

Spoke with Bill - Dealer advised their SD lives 100 miles away, and 200 miles have been put on the vehicle, the customers concerns have not been verified, only normal operation when testing. Dealer advised the vehicle in mileage was 7290 miles. TS requested the dealer continue to test drive with the customers authorization, multiple short trips per day to attempt to duplicate the issue. TS requested the dealer keep a flight recorder on the vehicle when testing. Dealer will report back with any updates.

Updated: 10/16/2014 15:16:19 By T5929DH

Spoke with Bill - Dealer advised they drove an additional 70 miles, and no issues have been duplicated. Dealer advised they will be releasing the vehicle. TS closed the claim.

Updated: 10/17/2014 15:15:07 By T5929DH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT3 | EC [REDACTED] | Built Date | 01/03/2014 | Mileage | 7,346 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | NP | LOW / LACK OF POWER | |
| Created | 10/15/2014 19:59:25 | By | T1619DW |
| Updated | 10/16/2014 19:38:46 | By | T1619DW |

CONTACT

| | | | | | |
|--------------------|-----------------|----------------------------------|--------------|----------------|------------|
| Dealer | 68872 | LIBERTY CHRYSLER JEEP SUPERSTORE | Phone | (605) 343-1000 | |
| Address | 1101 EAST OMAHA | | | | |
| City | RAPID CITY | State | SD | ZIP | 57701 1785 |
| Dealer Zone | 74 | County | PENNINGTON | Country | USA |
| Tech | MIKE CARTWRIGHT | | | | |
| STAR | T1619DW | | | | |

CUSTOMER CONCERN

| |
|---|
| VEHICLE BRAKES ON ITS OWN WITH NOTHING ON THE ROAD <i>Updated: 10/15/2014 19:59:25 By T1619DW</i> forward collision activates when on an open road <i>Updated: 10/16/2014 10:35:56 By T1619DW</i> they said the car slowed down rapidly <i>Updated: 10/16/2014 17:21:28 By T1619DW</i> |
|---|

RESOLUTION

| |
|---|
| . <i>Updated: 10/15/2014 19:59:25 By T1619DW</i> Hi Mike, This car has Rain Brake Support which activates to dry the brakes. How much brake pressure are we talking about? Did the car slow down rapidly? <i>Updated: 10/16/2014 10:35:56 By T1619DW</i> Due to the nature of this complaint we will need to duplicate the concern, make sure all related systems are not damaged, dirty or obstructed. Please make sure there are no aftermarket electronics installed that may contribute to this condition. -Dean <i>Updated: 10/16/2014 17:21:28 By T1619DW</i> has aftermarket brake controls for an rv <i>Updated: 10/16/2014 19:38:46 By T1619DW</i> |
|---|

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECG6 | EC [REDACTED] | Built Date | 1 /23/2013 | Mileage | 1 ,676 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 10/16/2014 20:22:42 | By | T7243KH |
| Updated | 10/30/2014 16:28:38 | By | T7243KH |

CONTACT

| | | | | | |
|--------------------|--------------------|------------------------|--------------|----------------|------------|
| Dealer | 24028 | AUTOPARK CHRYSLER JEEP | Phone | (919) 481-2880 | |
| Address | 400 AUTO PARK BLVD | | | | |
| City | CARY | State | NC | ZIP | 27511 6023 |
| Dealer Zone | 66 | County | WAKE | Country | USA |
| Tech | Daniel Owen | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

Customer states the FCW will not active. No message displays to !BRAKE! nor will the vehicles brakes engage.

Updated: 10/16/2014 20:22:42 By T7243KH

Any suggestions?

Updated: 10/16/2014 20:22:42 By T7243KH

System is enabled in the radio settings menu. Active brake is set to on and distance is set to far. The disable button in the center stack is not illuminated. We performed an alignment procedure 3 days ago. The grill is not aftermarket, nor has the vehicle been in an accident. Adaptive cruise control all functions as intended.

Updated: 10/17/2014 15:39:53 By T7243KH

Alignment was completed with no issue. Module is up and running. Our main concern is we have no way to verify that there is in fact a malfunction without intentionally attempting to wreck. He insists the system used to work but lately has not been. After a scary test drive the the customer driving, he "proved" to us it wasnt working. But, with all the inputs required for the system to engage, it is impossible to verify each one in that exact instance.

Updated: 10/17/2014 18:38:06 By T7243KH

Will update case once the FCWM has been installed

Updated: 10/20/2014 15:43:14 By T7243KH

Which one do you want me to order? the one in the grill or the one up top?

Updated: 10/20/2014 15:43:14 By T7243KH

RESOLUTION

Dan be sure the system is not shut off in the message center and if ok then I would do a alignment on the module and be sure the car has not been in a accident or has any aftermarket grill and let me know thanks Ken

Updated: 10/16/2014 20:22:42 By T7243KH

Dan please send a scan report also when you did the alignment procedure was there any issues and it did do the alignment ok is that correct also is the module up in running in the witech and any other details you can give me very unusual thanks Ken

Updated: 10/17/2014 15:39:53 By T7243KH

Dan if we have any issues its usually with the module so go ahead and replace it and do alignment on the new one and let see if we get a change thanks Ken

Updated: 10/17/2014 18:38:06 By T7243KH

Dan the moduel in the grill thanks

Updated: 10/20/2014 15:43:14 By T7243KH

How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job. Ken

Updated: 10/29/2014 17:07:50 By T7243KH

new FCW sensor/module

Updated: 10/30/2014 16:28:38 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG7 | EC [REDACTED] | Built Date | 05/12/2013 | Mileage | 16,397 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 10/20/2014 17:35:53 | By | T3216MK |
| Updated | 10/22/2014 12:38:58 | By | T5929DH |

CONTACT

| | | | | | |
|--------------------|--------------------------|----------------------------------|---------|----------------|----------------|
| Dealer | 66262 | SUBURBAN CHRYSLER DODGE JEEP RAM | | Phone | (248) 476-7900 |
| Address | 38123 WEST TEN MILE ROAD | | | | |
| City | FARMINGTON HILLS | State | MI | ZIP | 48335 2803 |
| Dealer Zone | 42 | County | OAKLAND | Country | USA |
| Tech | Ray Daniel Dela Peret | | | | |
| STAR | T5929DH | | | | |

CUSTOMER CONCERN

While driving with ACC on, cluster will intermittently display "adaptive cruise unavailable" then set speed will be disabled but cluster shows cruise control icon as active. However attempts to reenable set speed has no response. Vehicle restart required to be able to set cruise control speed. Also, possible related issue, when driving, cluster will intermittently show large "Brake" warning and alert chimes can be heard. Happens with cruise control on or off and when roads are void of other vehicles. Also on a previous visit, cluster states clean sensor. Inspection found no debris present on sensor and mounts are secure. Note this is fourth visit by customer for this concern. Vehicle has been placed on Enhanced Customer Satisfaction Program.

Updated: 10/20/2014 17:35:53 By T3216MK

RESOLUTION

Ray: "This vehicle is involved in the Enhanced Customer Satisfaction program and your case has been forwarded to the ECS team for review. Please follow up by calling the ECS team at 866-275-1420 prior to further vehicle diagnosis."
Thanks, Mike K

Updated: 10/20/2014 17:35:53 By T3216MK

ECS is currently working with the dealer to assist with resolving the customers concern. Please continue to work with your ECS Tech Specialist. Thanks. ECS has closed this ticket as it is a duplicate.

Updated: 10/22/2014 12:38:58 By T5929DH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG1 | EC [REDACTED] | Built Date | 02/19/2014 | Mileage | 14,839 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 10/22/2014 10:51:22 | By | T3083CK |
| Updated | 10/29/2014 08:17:32 | By | T3083CK |

CONTACT

| | | | | | |
|--------------------|---------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 26802 | DULLES CHRYSLER DODGE JEEP RAM | Phone | (703) 777-7077 | |
| Address | 109 CATOCTIN CIR SE | | | | |
| City | LEESBURG | State | VA | ZIP | 20175 3712 |
| Dealer Zone | 35 | County | LOUDOUN | Country | USA |
| Tech | Jackson Hutchinson | | | | |
| STAR | T3083CK | | | | |

CUSTOMER CONCERN

Display will read FCW/ACC unavailable wipe sensor on front of vehicle.
Updated: 10/22/2014 10:51:22 By T3083CK

RESOLUTION

Jackson, are there any aftermarket parts, accessories or modifications on the vehicle? Is there any evidence that the vehicle has been involved in an accident? Please make sure the front camera is mounted correctly. If no trouble found then please replace the front camera and re-calibrate. Thanks, Chester.

Updated: 10/22/2014 10:51:22 By T3083CK

Replaced ACC module

Updated: 10/29/2014 08:17:32 By T3083CK

Field Report

VEHICLE

| | | | | |
|---------------------|--------------------------|-----------------------------------|---|----------------|
| Model Year | 2014 | Body | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| VIN | 1C4RJFBG2 EC1 [REDACTED] | Built Date | 03/30/2013 | Mileage |
| Plant | C | Market | U | US |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|----------------------------------|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 10/23/2014 10:13:31 | By | T5463KY |
| Updated | 10/28/2014 11:07:49 | By | T5463KY |

CONTACT

| | | | | |
|--------------------|---------------------------|----------------------------|-----------|----------------|
| Dealer | 57778 | NAPLES DODGE CHRYSLER JEEP | Ph | (239) 594-2100 |
| Address | 6381 AIRPORT PULLING ROAD | | | |
| City | NAPLES | State | FL | ZIP |
| Dealer Zone | 66 | County | COLLIER | Country |
| Tech | Carlos Garcia | | | |
| STAR | T5463KY | | | |

CUSTOMER CONCERN

NEW CASE VIN: EC1 [REDACTED] 6 [REDACTED] 57778-NAPLES DODGE CHRYSLER JEEP - Tech Josh or SM Mildred at 239-594-5075 Customer concern: 1)GPS making unnecessary U-turns 2) forward collision 1 & 2 Assistance from TS
 Updated: 10/23/2014 10:13:31 By T5463KY

RESOLUTION

TS left a VM for (SM) Mildred
 Updated: 10/23/2014 10:13:31 By T5463KY
 Spoke to (SM) Mildred-- 1.GPS making unnecessary U-turns --- TS advised dealer to update 2. Forward collision -- TS advise dealer to diagnose the vehicle and report back 3. Transmission 2-1 downshift --Dealer advised TS, a new Valve is available to resolve the issue.. TS authorizes the repair and advised dealer to report back once complete
 Updated: 10/23/2014 11:33:28 By T5463KY
 TS left a Vm for (SM) Mildred
 Updated: 10/24/2014 08:39:48 By T5463KY
 1. GPS making unnecessary U-turns --- Tech checked for DTC's.. no issue found.. Tech checked for update.. Vehicle is update to date 14.25.05.. Tech road test .. vehicle is operating as designed.. NPF 2: Forward collision -- Tech checked for DTC's.. nothing present.. . tech re-aligned sensor, road test vehicle .. system operating as designed.. NPF
 Updated: 10/24/2014 09:24:14 By T5463KY
 TS left a VM for (SM) Mildred
 Updated: 10/27/2014 09:33:35 By T5463KY
 Spoke to (SF) Carlos- Repairs are complete, dealer is waiting on the customer for final road test
 Updated: 10/27/2014 09:51:30 By T5463KY
 Spoke to (SA) Carlos- Dealer advised TS, Vehicle is complete and ready to be released.. Note: Tech compared like vehicle and both operated the same

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT9 | EC | Built Date | 02/24/2013 | Mileage | 3 ,073 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------------|--------------------------|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CH | CRUISE WILL NOT HOLD/SET SPEED | |
| Created | 10/23/2014 12:42:04 | By | T5002D1 |
| Updated | 10/28/2014 14:22:51 | By | T5002D1 |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| U0402 | Implausible Data Received From TCM | T3076SB | 04/14/2013 01:25:00 |
| U0452 | Implausible Data Received From Restraints Control Module | T3076SB | 04/14/2013 01:25:00 |
| U0414 | Implausible Data Received from FDCM | DTODAW | 04/14/2013 01:25:46 |

CONTACT

| | | | | | |
|--------------------|-----------------------|--------------------|--------------|----------------|------------|
| Dealer | 08767 | CAPITOL GARAGE INC | Phone | (860) 423-4516 | |
| Address | 1520 WEST MAIN STREET | | | | |
| City | WILLIMANTIC | State | CT | ZIP | 06226 1915 |
| Dealer Zone | 32 | County | WINDHAM | Country | USA |
| Tech | Ronald Zack | | | | |
| STAR | T5002D1 | | | | |

CUSTOMER CONCERN

states fcw unavailable warning shows on dash at times while driving and will chime

Updated: 10/23/2014 12:42:04 By T5002D1

doug no ucodes active checked all items mentioned in youre response performed loss of comm test while doing wiggle test road tests inconclusive. there is an active dtc boo50-13 intermittent tests conclude seat belt at fault which is on order and pending

Updated: 10/24/2014 14:16:36 By T5002D1

RESOLUTION

Ron, if any of the U codes are active, perform the chart for those codes and see where that leads. Also, check the connections at the ACC module and the FFC module as well as G909A. Check the connections at the TCM also. Thanks, Doug.

Updated: 10/23/2014 12:42:04 By T5002D1

Ok Ron, keep me posted. Doug.

Updated: 10/24/2014 14:16:36 By T5002D1

I called Ron as a follow up and he stated that he has not received the seat belt yet. I advised Ron to verify that the FCW is installed properly and to perform a sensor alignment procedure and reevaluate the concern. DougM.

Updated: 10/28/2014 10:55:43 By T5002D1

still in process

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT8 | EC [REDACTED] | Built Date | 06/29/2013 | Mileage | 7,391 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | PP | POOR PERFORMANCE | |
| Created | 10/27/2014 11:42:20 | By | T2801SL |
| Updated | 10/30/2014 10:28:46 | By | T2801SL |

CONTACT

| | | | | | |
|--------------------|--------------------------|----------------------------------|---------|----------------|----------------|
| Dealer | 66262 | SUBURBAN CHRYSLER DODGE JEEP RAM | | Phone | (248) 476-7900 |
| Address | 38123 WEST TEN MILE ROAD | | | | |
| City | FARMINGTON HILLS | State | MI | ZIP | 48335 2803 |
| Dealer Zone | 42 | County | OAKLAND | Country | USA |
| Tech | STEVEN WILSON | | | | |
| STAR | T2801SL | | | | |

CUSTOMER CONCERN

C/S FCW WARNING AND BRAKE ALSO WIPE FRONT SENSOR
Updated: 10/27/2014 11:42:20 By T2801SL

RESOLUTION

Hi Steven. Check this Star Case: Case Number: S1308000274. Review the data contained in that Star Case and report back your findings. Thanks, Tim W.
Updated: 10/27/2014 11:42:20 By T2801SL
Tech: NEVER VERIFIED CLEANED ACC SENSOR AND PERFORMED ALIGNMENT
Updated: 10/30/2014 10:28:46 By T2801SL

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG2 | EQ [REDACTED] | Built Date | 08/10/2013 | Mileage | 11,165 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | S | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 10/30/2014 15:11:45 | By | T5002D1 |
| Updated | 11/17/2014 12:54:01 | By | T5002D1 |

CONTACT

| | | | | | |
|--------------------|---------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 44812 | SMITH HAVEN CHRYSLER JEEP DODGE | Phone | (631) 863-2000 | |
| Address | 794 JERICO TURNPIKE | | | | |
| City | ST JAMES | State | NY | ZIP | 11780 3225 |
| Dealer Zone | 32 | County | SUFFOLK | Country | USA |
| Tech | DAVID LAMBERTI | | | | |
| STAR | T5002D1 | | | | |

CUSTOMER CONCERN

customer states acc/fcw unavailable wipe front radar sensor message displays on dash .car has no code ,and tech can not verify problem. customer took 10 pictures.
Updated: 10/30/2014 15:11:45 By T5002D1
bezel around sensor is missing.is it needed to work properly
Updated: 10/30/2014 15:26:13 By T5002D1
while checking wiring I just noticed 1 of the ball sockets not pushed in all the way.i will pop it in and have some one drive the car
Updated: 10/30/2014 15:39:47 By T5002D1

RESOLUTION

David called Star for assistance. David states that the customer showed him pictures of the EVIC showing the message and he has no codes. David also states that the data show the sensor to be level. I advised David to ensure that the sensor is properly mounted and that the bracket is not damaged, also check all related wiring and terminals. If all check ok, replace the sensor and reevaluate the concern. DougM.
Updated: 10/30/2014 15:11:45 By T5002D1
David, I am not sure but I would replace it first to make sure. Thanks, Doug.
Updated: 10/30/2014 15:26:13 By T5002D1
Ok David, thanks for the update. Keep me posted. Doug.
Updated: 10/30/2014 15:39:47 By T5002D1
David, I just called to update this ticket and you were on a road test. Please resubmit if more assistance is needed or close the ticket with the repair information. Thanks, Doug.
Updated: 11/04/2014 16:18:43 By T5002D1
Please resubmit if more assistance is needed. Otherwise, close the ticket with the repair. Thanks, Doug
Updated: 11/14/2014 09:01:37 By T5002D1

customer hit sensor and popped it out of braket. reinstalled and has not bin back

Updated: 11/17/2014 12:54:01 By T5002D1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG6 | EC [REDACTED] | Built Date | 10/02/2013 | Mileage | 16,058 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 11/03/2014 15:38:11 | By | T1817KS |
| Updated | 11/12/2014 08:38:27 | By | T1817KS |

CONTACT

| | | | | | |
|--------------------|----------------|------------------------------|--------------|----------------|------------|
| Dealer | 60433 | CRISWELL CHRYSLER JEEP DODGE | Phone | (301) 948-0880 | |
| Address | 84 BUREAU DR | | | | |
| City | GAITHERSBURG | State | MD | ZIP | 20878 1452 |
| Dealer Zone | 35 | County | MONTGOMERY | Country | USA |
| Tech | Daniel Hunsley | | | | |
| STAR | T1817KS | | | | |

CUSTOMER CONCERN

while driving on highway the brake warning light randomly comes on the cluster and it yells brake. adaptive cruise control works but on occasion it stops and says clean camra. no codes in vehicle
Updated: 11/03/2014 15:38:11 By T1817KS

i did what you said to do. on the 8 mile test drive i went on after battery disconnect the brake warning and vocal didnt come on this time but like i said it was very random. no certain conitions are required. during part of the test drive i was using the adaptive cruise control and it was canceled due to the clean lense warning again. for about the last two 2 miles i tried it again and it worked perfectly fine.
Updated: 11/04/2014 17:38:44 By T1817KS

RESOLUTION

Hi Daniel, please perform a battery disconnect and capacitive discharge and retest. we have seen that fix these concerns in the past. Please let me know the result. Sorry for the delay. Thanks, Ken
Updated: 11/03/2014 15:38:11 By T1817KS

OK Daniel, thanks. At this point I would replace the camera. Please keep me posted.
Updated: 11/04/2014 17:38:44 By T1817KS

I called Daniel. He was gone for the day. I left a message for him to please update this ticket.
Updated: 11/07/2014 16:56:21 By T1817KS

STAR is trying to avoid idle tickets to better assist you so please help me out and keep this updated. Thanks, Ken
Updated: 11/10/2014 12:20:18 By T1817KS

Tech requested ticket be closed. replaced forward facing camera
Updated: 11/12/2014 08:38:27 By T1817KS

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT1 | EC [REDACTED] | Built Date | 10/05/2013 | Mileage | 6,672 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 11/07/2014 18:38:23 | By | T5002D1 |
| Updated | 11/28/2014 14:32:15 | By | T5002D1 |

CONTACT

| | | | | | | |
|--------------------|----------------|---------------------------|--------------|----------------|------------|--|
| Dealer | 44629 | SWIFT CHRYSLER JEEP DODGE | Phone | (530) 757-3770 | | |
| Address | 4318 CHILES RD | | | | | |
| City | DAVIS | State | CA | ZIP | 95618 4389 | |
| Dealer Zone | 71 | County | YOLO | Country | USA | |
| Tech | RONALD COWEN | | | | | |
| STAR | T5002D1 | | | | | |

CUSTOMER CONCERN

cruise inop
Updated: 11/07/2014 18:38:23 By T5002D1

RESOLUTION

Ron, can you please double check the code you listed. I was unable to find anything at all on it. Also, review TT9002458 for tips with this system. On this system, the wheel alignment has to be right, the sensor bracket cannot be damaged and the sensor has to be properly installed. If the code is correct and you also have found no information, please resubmit with the Witech description of the code. Thanks, Doug.

Updated: 11/07/2014 18:38:23 By T5002D1

This ticket is being closed due to inactivity. It can be reopened if further assistance is needed.

Updated: 11/12/2014 12:01:09 By T5002D1

Cust Hasnt returned as of yet

Updated: 11/28/2014 14:32:15 By T5002D1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG5 | EC [REDACTED] | Built Date | 03/30/2013 | Mileage | 22,409 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 11/11/2014 00:43:59 | By | T7243KH |
| Updated | 12/01/2014 18:57:49 | By | T7243KH |

CONTACT

| | | | | | |
|--------------------|-------------------|--------------------------|--------------|----------------|------------|
| Dealer | 45566 | BARABOO MOTORS GROUP INC | Phone | (608) 356-3968 | |
| Address | 640 US HIGHWAY 12 | | | | |
| City | BARABOO | State | WI | ZIP | 53913 9232 |
| Dealer Zone | 51 | County | SAUK | Country | USA |
| Tech | Marv Kroeger | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

cruise control sensor tells customer to brake when there is nothing in front of her, and when the cruise is off.
Updated: 11/11/2014 00:43:59 By T7243KH

RESOLUTION

Marv do a alignment on it and see if that helps and if no change then replace the module and see how it does thanks Ken
Updated: 11/11/2014 00:43:59 By T7243KH

How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job. Ken
Updated: 11/18/2014 20:39:05 By T7243KH

need your response ASAP on this or we can call you or to get a update of this or you can close the ticket or we can give you some more help thanks Ken
Updated: 11/24/2014 17:12:13 By T7243KH

need your response ASAP on this or we can call you or to get a update of this or you can close the ticket or we can give you some more help thanks Ken
Updated: 12/01/2014 18:57:49 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBT0 | EC [REDACTED] | Built Date | 03/15/2014 | Mileage | 1,254 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 11/11/2014 14:31:33 | By | T6537J0 |
| Updated | 11/17/2014 15:40:37 | By | T6537J0 |

CONTACT

| | | | | | |
|--------------------|---------------------|-----------------------------------|--------------|----------------|------------|
| Dealer | 45424 | DENNIS DILLON DODGE CHRYSLER JEEP | Phone | (208) 459-7405 | |
| Address | 4121 CLEVELAND BLVD | | | | |
| City | CALDWELL | State | ID | ZIP | 83605 6568 |
| Dealer Zone | 70 | County | CANYON | Country | USA |
| Tech | Neftali Gonzalez | | | | |
| STAR | T6537J0 | | | | |

CUSTOMER CONCERN

LIGHT ON AT DASH, SERVICE AND CLEAN RADAR SENSOR.
Updated: 11/11/2014 14:31:33 By T6537J0
NO COLLISION, BRAKET OK. CODE RETURNS AFTER A FEW HRS.
Updated: 11/11/2014 14:47:34 By T6537J0

RESOLUTION

Neftali, Have you verified that the bracket is not bent or misaligned from the previous concern? Has the vehicle been involved in a front collision, was the facia replaced with a aftermarket unit? Have you reviewed the tech tip on the C1266 fault code? Does the code imediately return when cleared or after the beam is calibrated?--Josh
Updated: 11/11/2014 14:31:33 By T6537J0
Neftali, Lets follow the instruction in the tech tip and contact engineering, if you do not hear from anyone in 15 minutes please move forward with replacement of the radar sensor.--Josh
Updated: 11/11/2014 14:47:34 By T6537J0
SOP
Updated: 11/17/2014 15:40:37 By T6537J0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG2 | EC [REDACTED] | Built Date | 05/18/2013 | Mileage | 22,000 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 68 | NOISY | |
| Created | 11/13/2014 15:43:56 | By | T9918RM |
| Updated | 12/10/2014 19:58:27 | By | T7848KK |

CONTACT

| | | | | | |
|--------------------|----------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 68348 | KOONS CHRYSLER DODGE JEEP RAM | Phone | (703) 356-0400 | |
| Address | 2050 CHAIN BRIDGE RD | | | | |
| City | VIENNA | State | VA | ZIP | 22182 2531 |
| Dealer Zone | 35 | County | FAIRFAX CO) | Country | USA |
| Tech | Lynnette Edgar | | | | |
| STAR | T7848KK | | | | |

CUSTOMER CONCERN

[TechCONNECT Reference Ticket #551145]CUSTOMER STATES WHEN THE ADAPTIVE CRUISE CONTROLS SLOWS VEHICLE DOWN IT MAKES A CLICKING NOISE FROM INSIDE VEHICLE SOOUNDS LIKE IT COMING FROM DOWN BY YOUR FEET- HAS HAD 2 HCU UNITS PUT ON VEHICLE AND IT HAS FIXED THE VEHICLE FOR ABOUT 2 MONTHS AND THEN IT COMES BACK

Updated: 11/13/2014 15:43:56 By T9918RM

i am never at my desk please cal my cell 571-991-5860

Updated: 11/20/2014 11:04:22 By T5070RB

i am in the office but please call my cell and let me know what i need to ask customer he is getting very impaitant

Updated: 11/25/2014 09:46:02 By T5070RB

I HAVE SPOKEN TO AN AGENT WHO STATED TECH REP WOULD BE IN CONTACT HAVE NOT HEARD FROM TECH REP - CUSTOMER WOULD LIKE AN UPDATE

Updated: 12/05/2014 15:31:37 By T5070RB

RESOLUTION

Lynette, can we verify the bleeding procedure is completed correctly. Perhaps even pressure bleed the system again to ensure no air is trapped in the HCU? Please refer to service information, standard procedure, ABS system bleeding, 05 - Brakes / 05 - Brakes, ABS/Standard Procedure? Noise can be caused from air trapped in the system. Let me know what you find out. Ron

Updated: 11/13/2014 15:43:56 By T9918RM

Agent called the dealer and spoke to Lynn, who states the vehicle has a CAIR started on it and ECS customer. Due to multiple issues with the HCU I am escalating your case. Please do not reply to this e-mail or it will remove you from the escalation cue. You will be contacted shortly. Thanks, Ron

Updated: 11/17/2014 09:49:19 By T9918RM

Escalating case.

Updated: 11/17/2014 15:54:41 By T7363PW

Called and left a message for Lynnette to call me.

Updated: 11/19/2014 15:28:07 By T5070RB

Called and spoke with Lynnette, I will call again after she gets to the office.

Updated: 11/20/2014 11:04:22 By T5070RB

I am escalating this case to the Business Center. If possible I would like to have someone from the Business Center test drive this vehicle.

Updated: 11/25/2014 09:46:02 By T5070RB

Escalation of the case.

Updated: 12/04/2014 10:02:40 By T5070RB

Sent to Kenny.

Updated: 12/05/2014 15:31:37 By T5070RB

Issue is normal operation. This clicking noise is the HCU actuators engaging and disengaging. No repair is needed. Dealer is driving another vehicle to compare it to and will demonstrate to the owner.

Updated: 12/10/2014 19:58:27 By T7848KK

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM0 | EC [REDACTED] | Built Date | 11/01/2013 | Mileage | 3,925 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | RE | RED BRAKE LIGHT ON | |
| Created | 11/18/2014 08:28:51 | By | T8068S0 |
| Updated | 12/12/2014 14:18:42 | By | T9274JC |

CONTACT

| | | | | | |
|--------------------|-------------------|---------------------------|--------------|----------------|------------|
| Dealer | 26776 | METRO CHRYSLER JEEP DODGE | Phone | (401) 351-6600 | |
| Address | 1667 HARTFORD AVE | | | | |
| City | JOHNSTON | State | RI | ZIP | 02919 3202 |
| Dealer Zone | 32 | County | PROVIDENCE | Country | USA |
| Tech | MICHAEL MOSCHETTI | | | | |
| STAR | T9274JC | | | | |

CUSTOMER CONCERN

CUSTOMER STATES UNDER CERTAIN BRIDGES OR UNDER PASSES JUST ABOUT EVERY TIME HE TRAVELS SAME ROUTE AND SAME SPOT, HE GETS A RED FLASHING BRAKE WARNING DISPLAYED IN CLUSTER, FLASHES FOR A FEW SECONDS.

Updated: 11/18/2014 08:28:51 By T8068S0

IT HAPPENS IN THIS ONE SPOT ALL THE TIME BUT WHAT ABOUT OTHER SPOTS THAT THE CUSTOMER CLAIMS WILL FLASH THE LIGHT ALSO.

Updated: 11/19/2014 11:06:32 By T8068S0

RESOLUTION

Michael, If this concern only happens in this one spot then would have to believe there is some type of interference and there is not any thing wrong with the vehicle. If you have not been able to duplicate this concern there may not be any repair needed at this time. Scott

Updated: 11/18/2014 08:28:51 By T8068S0

Called Michael, Tech states the brakes do not apply when this concern is active. Asked if this concern is when the adaptive cruise is on? Tech states he will have customer try turning this option off and see if this still happens. Scott

Updated: 11/19/2014 11:06:32 By T8068S0

TECH CHECKED CALIBRATION OF SENSOR UNDER BRIDGES UNABLE TO DUPLICATE CONCERN.

Updated: 12/12/2014 14:18:42 By T9274JC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT7 | EC50 | Built Date | 04/29/2014 | Mileage | 6,834 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | | Component Group | 05 - BRAKES |
| Customer Complaint | ABS | ABS/ESP LIGHT ON | |
| Created | 11/18/2014 09:41:28 | By | T8422RW |
| Updated | 12/23/2014 14:30:16 | By | T8448RT |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|---------------------------------------|---------|---------------------|
| U0415 | Implausible Data Received from ABS | T3076SB | 04/14/2013 01:25:00 |
| U0403 | IMPLAUSIBLE DATA RECEIVED FROM T-CASE | T4754AC | 04/14/2013 01:25:46 |

CONTACT

| | | | | | |
|--------------------|------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 26926 | FINDLAY CHRYSLER JEEP DODGE RAM | Phone | (208) 457-1900 | |
| Address | 550 N ALBERTA ST | | | | |
| City | POST FALLS | State | ID | ZIP | 83854 6061 |
| Dealer Zone | 70 | County | KOOTENAI | Country | USA |
| Tech | Joseph Hill | | | | |
| STAR | T8448RT | | | | |

CUSTOMER CONCERN

Service 4wd message appears in cluster
Updated: 11/18/2014 09:41:28 By T8422RW
All of them are active Bob
Updated: 11/18/2014 11:10:41 By T8422RW
I can communicate with the ABS module. The only module that is down is the FFCM. The DTCM, ASCM, and the ACC all have the U0415-00 active.
Updated: 11/18/2014 12:38:48 By T8422RW
I have done a 5 minute battery disconnect, which made no difference. I will be installing the multiaxis sensor hopefully later today, so I will update you after that. Thank you!
Updated: 11/18/2014 12:43:37 By T8422RW
I replaced the multiaxis sensor, including initializing. That seems to have fixed that part, but the FFCM is still offline. I test drove the vehicle and the ACC system is working normally and it appears like the FCW system is also working normally (?). The module is still offline and the ACC and BCM still have active DTCs for no response from the FFCW. I have ordered a forward facing camera, even though I believe this is a software issue.
Updated: 11/19/2014 08:05:09 By T8422RW
The customer has yet to return to install the FFCM.
Updated: 11/26/2014 11:29:46 By T8422RW
I believe the customer is returning on the 17th to have the FFCM installed.
Updated: 12/12/2014 12:46:39 By T8422RW

RESOLUTION

Joe which of the codes you have listed are active . Bob W

Updated: 11/18/2014 09:41:28 By T8422RW

Joesph do you have communication with the ABS module , And what module set the u0415

Updated: 11/18/2014 11:10:41 By T8422RW

Joesph I think I would start with the Multiaxis sensor and go from there, Has a battery disconnect been done yet. Bob W

Updated: 11/18/2014 12:38:48 By T8422RW

Sounds good thats for the update. Bob W

Updated: 11/18/2014 12:43:37 By T8422RW

Ok Joe please stay in touch. Bob W

Updated: 11/19/2014 08:05:09 By T8422RW

Any updates.

Updated: 11/26/2014 07:20:14 By T8422RW

Ok Joe stay in touch. Bob W

Updated: 11/26/2014 11:29:46 By T8422RW

Any updates. Bob W

Updated: 12/09/2014 07:12:49 By T8422RW

Ok thats for the update. Bob W

Updated: 12/12/2014 12:46:39 By T8422RW

Called dealer was sent to voice mail. Reassigning to agent for follow up.

Updated: 12/23/2014 14:16:53 By T6246DZ

Replaced the FFCM Technician Closure Requested

Updated: 12/23/2014 14:30:16 By T8448RT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG4 | EC [REDACTED] | Built Date | 10/18/2013 | Mileage | 8,825 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 11/18/2014 14:03:20 | By | T4756RH |
| Updated | 11/28/2014 08:39:37 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|----------------------------|---------------------|--------------|----------------|------------|
| Dealer | 26510 | KELLY JEEP CHRY PLY | Phone | (781) 581-6000 | |
| Address | 353 BROADWAY,ROUTE 1 NORTH | | | | |
| City | LYNNFIELD | State | MA | ZIP | 01940 2315 |
| Dealer Zone | 32 | County | ESSEX | Country | USA |
| Tech | Jonathan Watson | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

forward crash warning lamp comes on while driving... no one in front of them
Updated: 11/18/2014 14:03:20 By T4756RH
ANY HELP OR IDEAS ON FORWARD CRASH WARNING SYSTEM MALFUNCTION ?
Updated: 11/18/2014 14:03:20 By T4756RH

RESOLUTION

Jonathan,Make sure all the modules are up to date.Check the sensor for any damage/mounting issues or alignment issues,check the vehicle for any signs of damage underneath or to the suspension,Look for signs of collision repairs done elsewhere.Check tire pressures/vehicle loads.Check for aftermarket accessories that could be causing the concern,even wheels and tires that are not stock. Rich H.
Updated: 11/18/2014 14:03:20 By T4756RH
Jon,Any updates on this case, if more help is needed let star center know, if it's been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.
Updated: 11/24/2014 08:41:32 By T4756RH
Star:This case is being closed due to inactivity. If this vehicle requires additional assistance, please reopen or create a new ticket for assistance.
Updated: 11/28/2014 08:39:37 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBM7 | EC [REDACTED] | Built Date | 10/03/2013 | Mileage | 9 491 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 11/18/2014 17:52:42 | By | T4756RH |
| Updated | 11/28/2014 08:41:56 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|------------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 45644 | EVERETT CHRYSLER DODGE JEEP RAM | Phone | (479) 751-4563 | |
| Address | 3709 SOUTH THOMPSON ST | | | | |
| City | SPRINGDALE | State | AR | ZIP | 72764 7052 |
| Dealer Zone | 63 | County | WASHINGTON | Country | USA |
| Tech | James Lane | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

message comes up on dash that reads wipe adaptive cruise control sensor
Updated: 11/18/2014 17:52:42 By T4756RH
yes sir. did all that initially. no damages found. all up to date. will order new acc.
Updated: 11/18/2014 17:57:17 By T4756RH

RESOLUTION

James, Could be a possible internally with the ACC sensor itself. Check the sensor mounting and adjustments, make sure there are no signs of recent collision repairs. Check for suspension issues, vehicle loads. Check for aftermarket accessories including wheels/tires. Make sure all the modules are up to date. Rich H.
Updated: 11/18/2014 17:52:42 By T4756RH
James, Thanks for the update, close the case out on your end when its repaired. Rich H.
Updated: 11/18/2014 17:57:17 By T4756RH
James, Any updates on this case, if more help is needed let star center know, if it's been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.
Updated: 11/24/2014 08:47:47 By T4756RH
Star: This case is being closed due to inactivity. If this vehicle requires additional assistance, please reopen or create a new ticket for assistance.
Updated: 11/28/2014 08:41:56 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG7 | EC4 | Built Date | 03/15/2014 | Mileage | 8,512 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------------|--------------------------|
| Case Ref | 1 | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CH | CRUISE WILL NOT HOLD/SET SPEED | |
| Created | 11/19/2014 10:05:25 | By | T5002D1 |
| Updated | 11/25/2014 18:54:44 | By | T5002D1 |

CONTACT

| | | | | | |
|--------------------|-------------------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 26882 | ROUTE 1 CHRYSLER DODGE JEEP RAM | Phone | (609) 882-1000 | |
| Address | 2700 BRUNSWICK PIKE - ROUTE 1 | | | | |
| City | LAWRENCEVILLE | State | NJ | ZIP | 08648 4107 |
| Dealer Zone | 35 | County | MERCER | Country | USA |
| Tech | Barbara Dudycz | | | | |
| STAR | T5002D1 | | | | |

CUSTOMER CONCERN

when cruise control engaged at 65 mph car will climb to 75mph. just had recall p31 done
Updated: 11/19/2014 10:05:25 By T5002D1

RESOLUTION

Barbara, there are no known issues for this concern other than what you have done. Please review TT9002458 and perform the STANDARD PROCEDURE - ADAPTIVE SPEED CONTROL SENSOR ALIGNMENT Any time the system is programmed it needs to be calibrated. At Star we do not have the information or training to deal with labor ops or warranty issues. Thanks, Doug.

Updated: 11/19/2014 10:05:25 By T5002D1

I called Barbara as a follow up and she stated that the customer has not returned with this concern yet. Barbara is going to either update the ticket or close it as needed. DougM.

Updated: 11/24/2014 14:38:47 By T5002D1

Customer did not return.

Updated: 11/25/2014 18:54:44 By T5002D1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT3 | EC [REDACTED] | Built Date | 01/22/2013 | Mileage | 1 ,033 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CH | CRUISE WILL NOT HOLD/SET SPEED | |
| Created | 11/19/2014 19:27:41 | By | T5002D1 |
| Updated | 11/28/2014 14:34:19 | By | T5002D1 |

CONTACT

| | | | | | |
|--------------------|-------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 60548 | KINGS COUNTY CHRYSLER DODGE JEEP | Phone | (718) 713-3000 | |
| Address | 2286 FLATBUSH AVE | | | | |
| City | BROOKLYN | State | NY | ZIP | 11234 4518 |
| Dealer Zone | 32 | County | KINGS | Country | USA |
| Tech | Paul Lagano | | | | |
| STAR | T5002D1 | | | | |

CUSTOMER CONCERN

cust is states adaptive brakes inuague while driving without any obstacle in range
Updated: 11/19/2014 19:27:41 By T5002D1
thank you for your responce
Updated: 11/20/2014 09:50:55 By T5002D1

RESOLUTION

Paul, Make sure all the modules are up to date,see if the concern started after another repair.Check the ACC sensor adjustments,check the sensor for signs of damage,see if there has been any recent collison repairs,make sure no aftermarket accessories or vehicle modifications are possibly causing your problem.No repair attempts are recommended till the concern can be duplicated. Make sure that the sensor is properly mounted and the bracket it is on is not damaged. Thanks, Doug.
Updated: 11/19/2014 19:27:41 By T5002D1
You are welcome Paul. Keep me posted. Doug.
Updated: 11/20/2014 09:50:55 By T5002D1
Paul, I called you yesterday to review this case. Please resubmit if more assistance is needed or close the ticket with the repair. Thanks, Doug.
Updated: 11/25/2014 11:47:22 By T5002D1
recalibrate acc road test all good
Updated: 11/28/2014 14:34:19 By T5002D1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFDJ6 | EC3 [REDACTED] | Built Date | 09/21/2013 | Mileage | 14,407 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRM | REDLINE 2 COAT PEARL | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | WQ | GRABS | |
| Created | 11/28/2014 15:26:48 | By | T5002D1 |
| Updated | 12/22/2014 15:42:36 | By | T4583SS |

CONTACT

| | | | | | |
|--------------------|-------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 52979 | HUNTER DODGE CHRYSLER JEEP RAM | Phone | (661) 948-8411 | |
| Address | 1130 AUTO MALL DR | | | | |
| City | LANCASTER | State | CA | ZIP | 93534 6302 |
| Dealer Zone | 71 | County | LOS ANGELES | Country | USA |
| Tech | Cameron Justus | | | | |
| STAR | T5002D1 | | | | |

CUSTOMER CONCERN

Customer states vehicle brakes by itself when passing cars on freeway, Customer's wife states vehicle also brakes when no other vehicles near by. No codes, no faults found.

Updated: 11/28/2014 15:26:48 By T5002D1

RESOLUTION

Cameron, the most common cause of this concern is the sensor or bracket being damaged or the sensor not properly mounted. Also, review S1408000290 with the customer and TT9002458 if the sensor needs the alignment procedure performed. Thanks, Doug.

Updated: 11/28/2014 15:26:48 By T5002D1

Cameron, please resubmit if more assistance is needed or close the ticket with the repair. Thanks, Doug.

Updated: 12/03/2014 11:26:04 By T5002D1

Please resubmit if more assistance is needed. Otherwise, close the ticket with the repair. Thanks, Doug

Updated: 12/12/2014 09:03:29 By T5002D1

Please resubmit if more assistance is needed. Otherwise, close the ticket with the repair. Thanks, Doug

Updated: 12/19/2014 08:51:30 By T5002D1

Calibrated sensor

Updated: 12/22/2014 15:42:36 By T4583SS

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT1 | EC [REDACTED] | Built Date | 07/02/2013 | Mileage | 1 ,858 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | 68 | NOISY | |
| Created | 12/01/2014 20:09:05 | By | T7243KH |
| Updated | 12/09/2014 16:26:59 | By | T7243KH |

CONTACT

| | | | | | |
|--------------------|-----------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 63515 | GLENDALE CHRYSLER JEEP DODGE RAM | Phone | (314) 965-5100 | |
| Address | 10070 MANCHESTER ROAD | | | | |
| City | GLENDALE | State | MO | ZIP | 63122 1827 |
| Dealer Zone | 51 | County | ST LOUIS | Country | USA |
| Tech | Jason Evans | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

customer states that when using adaptive cruise control, there is a clicking inside vehicle when the adaptive cruise control system activates the brakes.

Updated: 12/01/2014 20:09:05 By T7243KH

This vehicle is louder than other like vehicles. We have no direction to go on repairing this vehicle other than start replacing parts. I have put my hand on brake pedal while it is making noise and you can feel the noise in the pedal.

Updated: 12/02/2014 15:38:42 By T7243KH

The only thing we can think to try is a new hydraulic control unit. Do you think this is a logical step?

Updated: 12/02/2014 15:38:42 By T7243KH

RESOLUTION

Jason have been no reported issues for this and if compared to another Unit then possible normal thanks Ken

Updated: 12/01/2014 20:09:05 By T7243KH

Jason go ahead and do it and lets see how it does thanks Ken

Updated: 12/02/2014 15:38:42 By T7243KH

How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job. Ken

Updated: 12/08/2014 18:33:44 By T7243KH

replaced hydraulic control unit, noise is gone. Could not even hear noise after replacement.

Updated: 12/09/2014 16:26:59 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECT3 | EC [REDACTED] | Built Date | 01/11/2014 | Mileage | 1,966 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 12/02/2014 13:14:56 | By | T1070KO |
| Updated | 12/29/2014 12:20:04 | By | T1813DW |

CONTACT

| | | | | | | |
|--------------------|-------------------|----------------------------------|--------------|----------------|------------|--|
| Dealer | 60539 | AVENTURA CHRYSLER JEEP DODGE RAM | Phone | (305) 493-5000 | | |
| Address | 2198 NE 163RD ST | | | | | |
| City | NORTH MIAMI BEACH | State | FL | ZIP | 33162 4926 | |
| Dealer Zone | 66 | County | MIAMI DADE | Country | USA | |
| Tech | Dariel Martini | | | | | |
| STAR | T1813DW | | | | | |

CUSTOMER CONCERN

ACC/FWC UNAVAILABLE MESSAGE SHOWING ON DASH.
Updated: 12/02/2014 13:14:56 By T1070KO

RESOLUTION

Dariel- To help in the service of the Adaptive Cruise Control (ACC) system, it is recommended to communicate with the customer to obtain the environmental conditions they were driving in when the cruise control concern took place. Heavy rain, snow, ice, and fog can cause the ACC system to become inoperative. This is considered as a normal operational reaction of the ACC system and no repair is necessary. It is advised to check the mounting tabs that the radar sensor attaches to and confirm that the module is seated fully and the clips are not broke. Perform the Vertical Alignment and the Electronic Horizontal Alignments procedure as stated in the service manual then reevaluate the concern. Kevin O
Updated: 12/02/2014 13:14:56 By T1070KO

Dariel what is the status of this vehicle, do you need more assistance, if not please request the ticket top be closed, thank you. Kevin O
Updated: 12/16/2014 16:11:41 By T1070KO

Dariel what is the status of this vehicle, do you need more assistance, if not please request the ticket top be closed, thank you. Kevin O
Updated: 12/22/2014 15:51:50 By T1070KO

replaced the cruise control sensor in front bumper
Updated: 12/29/2014 12:20:04 By T1813DW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECT3 | EC [REDACTED] | Built Date | 01/11/2014 | Mileage | 1,998 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 12/09/2014 10:49:33 | By | T6214CH |
| Updated | 12/10/2014 10:31:09 | By | T6214CH |

CONTACT

| | | | | | |
|--------------------|-------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 60457 | MIAMI LAKES DODGE CHRYSLER JEEP | Phone | (305) 558-0200 | |
| Address | 16600 NW 57TH AVE | | | | |
| City | MIAMI LAKES | State | FL | ZIP | 33014 6123 |
| Dealer Zone | 66 | County | MIAMI DADE | Country | USA |
| Tech | Genero Osorno | | | | |
| STAR | T6214CH | | | | |

CUSTOMER CONCERN

ACC/FCW UNAVAILABLE SCREEN STATES TO WIPE FRONT SENSOR
Updated: 12/09/2014 10:49:33 By T6214CH

RESOLUTION

Hey Genero, any modifications---no codes at all active or stored? Since our system is the Forward Collision Warning Plus, it also utilizes the forward facing camera (Interior rear view mirror/camera). Is the LED flashing in the mirror possibly? Has this been in a recent accident (any body work recently as well)? Let me know, Craig

Updated: 12/09/2014 10:49:33 By T6214CH

no it does not do it all the tuime

Updated: 12/10/2014 10:31:09 By T6214CH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECT3 | EC [REDACTED] | Built Date | 01/11/2014 | Mileage | 1,998 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CW | CRUISE WILL NOT SET | |
| Created | 12/12/2014 10:30:41 | By | T5002D1 |
| Updated | 12/19/2014 09:05:41 | By | T5002D1 |

CONTACT

| | | | | | |
|--------------------|-------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 60457 | MIAMI LAKES DODGE CHRYSLER JEEP | Phone | (305) 558-0200 | |
| Address | 16600 NW 57TH AVE | | | | |
| City | MIAMI LAKES | State | FL | ZIP | 33014 6123 |
| Dealer Zone | 66 | County | MIAMI DADE | Country | USA |
| Tech | John Wood | | | | |
| STAR | T5002D1 | | | | |

CUSTOMER CONCERN

[TechCONNECT Reference Ticket #797381]CUSTOMER STATES ACC/FCW UNAVAILABLE WIPE FRONT RADAR SENSOR IS ON

Updated: 12/12/2014 10:30:41 By T5002D1

VEHICLE HAS NOT BEEN IN AN ACCIDENT AND REVIEW MIRROR IS NOT BLLINKING SYSTEM INTERMITTENTLY WORKS

Updated: 12/12/2014 10:30:41 By T5002D1

installed new front acc sensor it says plant mode how do you remove this

Updated: 12/17/2014 12:59:57 By T5002D1

RESOLUTION

John, although the vehicle has not been in an accident, verify that the sensor is properly mounted and that the bracket is not damaged or bent. Those are the most common causes of this condition. If that checks ok, try a capacitive discharge and reevaluate the concern. If the concern is still duplicatable, check the sensor wiring and all related terminals. If nothing is found, replace the sensor and review TT9002458. Thanks, Doug.

Updated: 12/12/2014 10:30:41 By T5002D1

John, perform the procedures outlined in the chart for C2212-00 in Tech connect. Thanks, Doug.

Updated: 12/17/2014 12:59:57 By T5002D1

replace sensor

Updated: 12/19/2014 09:05:41 By T5002D1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | |
| VIN | 1C4RJEJG0 | EC [REDACTED] | Built Date | 12/11/2013 | Mileage | 4,518 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PEP | DEEP AUBURN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 12/26/2014 20:25:23 | By | T7243KH |
| Updated | 01/07/2015 20:53:22 | By | T7243KH |

CONTACT

| | | | | | |
|--------------------|--------------------|---------------------------|--------------|----------------|------------|
| Dealer | 67920 | GALEANA CHRYSLER JEEP INC | Phone | (803) 779-7300 | |
| Address | 180 GREYSTONE BLVD | | | | |
| City | COLUMBIA | State | SC | ZIP | 29210 8003 |
| Dealer Zone | 66 | County | RICHLAND | Country | USA |
| Tech | Adam Feliz | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

Cruise control is inoperative and acc needs to be serviced message appeared on the vehicle.
Updated: 12/26/2014 20:25:23 By T7243KH

RESOLUTION

Adam look at TSB 31-003-12 for good information on the mounting of the unit and follow procedure for align 1. Verify the sensor face is clean and free of obstructions. 2. Verify the tires are at proper inflation pressures 3. Verify the vehicle is level, and there is no load (cargo or passengers) 4. The fuel tank should be full, add 6.5 pounds of weight for every gallon of missing fuel 5. Verify correct vehicle suspension height 6. For new module, do not turn adjustment screws 7. To calibrate – Go under MISC FXN – ACC AIM MODE 8. Disregard screw adjustment routine if sensor is new 9. Routine in process, cycle ignition key – hit continue – perform vertical alignment 10. Use special tool 10243 to perform vertical alignment 11. Once leveled hit continue – adjust driver's side upper screw 1.25 times counterclockwise – hit continue 12. Horizontal alignment. Please read instructions carefully – vehicle must be driven greater than 40 MPH with as many stationary objects as possible – if learn process is not completed within 15 minutes the routine will time out and have to be restarted. NOTE the scan tool will not acknowledge the time out. If restarted hit continue – drive on road that meets requirements in previous message – when on road that meets requirements, select continue – status will display in cluster indicating the learning routine progress only if adjusting existing sensor, no cluster display for new sensor. 13. When driving vehicle above 40 MPH for 15 minutes until timed out – chime sounds, and C125E-00 fault sets – erase code and cruise is functional. 14. Hints for horizontal alignment routine – Vehicle must be driven between 40 MPH and 75 MPH – Vehicle must be driven on a straight road with stationary objects i.e. signs, poles, guard rails – Do not tail a vehicle too closely, this will inhibit the routine – Service drive routine may take up to 20 miles if conditions are not correct – Check setting on Wi tech tool to verify all requirements are meant.

Updated: 12/26/2014 20:25:23 By T7243KH

How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job. Ken

Updated: 12/30/2014 20:51:14 By T7243KH

Need your response ASAP on this or we can call, but we need a update of this or you can close the ticket, but if you need more help let us know thanks Ken

Updated: 01/03/2015 14:07:20 By T7243KH

Adam how are you doing with Jeep ticket has been open for a long time and need a update thanks Ken

Updated: 01/07/2015 20:53:22 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT2 | EC [REDACTED] | Built Date | 12/17/2013 | Mileage | 2 ,131 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 12/30/2014 22:15:03 | By | T7243KH |
| Updated | 01/13/2015 08:46:18 | By | T8448RT |

CONTACT

| | | | | | |
|--------------------|---------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 26141 | LEN STOLER DODGE CHRYSLER JEEP | Phone | (410) 876-8800 | |
| Address | 1001 BALTIMORE BLVD | | | | |
| City | WESTMINSTER | State | MD | ZIP | 21157 7023 |
| Dealer Zone | 35 | County | CARROLL | Country | USA |
| Tech | Ryan Capecci | | | | |
| STAR | T8448RT | | | | |

CUSTOMER CONCERN

customer states cluster reads ACC/FCW unavailable at times. Cluster also reads clean sensor when it is not dirty. Customer claims the brakes are kicking in when no one is around.

Updated: 12/30/2014 22:15:03 By T7243KH

Thats what I thought thanks for the confirmation. you are talking about the actual ACC control module and not the ACC sensor correct?

Updated: 12/31/2014 11:47:34 By T7243KH

I correct myself. they are the same thing. ill let you know how it goes.

Updated: 12/31/2014 11:47:34 By T7243KH

RESOLUTION

Ryan need to verify the issue first and if found then I would start by doing a alignment and see if you get a change and if no change then replace the module thanks Ken

Updated: 12/30/2014 22:15:03 By T7243KH

Ok Ryan let me know thanks Ken

Updated: 12/31/2014 11:47:34 By T7243KH

How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job. Ken

Updated: 01/05/2015 19:49:35 By T7243KH

Need your response ASAP on this or we can call, but we need a update of this or you can close the ticket, but if you need more help let us know thanks Ken

Updated: 01/08/2015 23:34:44 By T7243KH

CLEANED SENSOR

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG4 | EQ [REDACTED] | Built Date | 07/11/2013 | Mileage | 6 000 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 01/07/2015 14:42:16 | By | T8954CC |
| Updated | 01/21/2015 09:08:24 | By | T8954CC |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 65674 | EAST HILLS CHRYSLER JEEP DODGE | Phone | (516) 621-9191 | |
| Address | 2300 NORTHERN BLVD | | | | |
| City | GREENVALE | State | NY | ZIP | 11548 1210 |
| Dealer Zone | 32 | County | NASSAU | Country | USA |
| Tech | Eric Luchs | | | | |
| STAR | T8954CC | | | | |

CUSTOMER CONCERN

*****SPECIAL HANDLING I2R ***** Ronald Koeppel 65674 East Hills Chrysler Jeep Dodge SA - Mike Piscappo 516-621-9191 Sporadic braking-brake warning light comes on then vehicle proceeds to break on its own Dealer has been able to duplicate issue but has been unable to determine how to repair
Updated: 01/07/2015 14:42:16 By T8954CC

RESOLUTION

SA advised that the vehicle has been in multiple times (7) for unintended braking which has been duplicated without obstruction as a result of Forward Collision Warning FCW plus sales code (LSR). Sensor has been aligned/calibrated as well with no resolution. TS advised would obtain more information on why vehicle was not included on Recall N55 as vehicle meets build range and FCW sales code (LSR) but has ACC sales code (NH1) instead of ACC (NH3) sales code. TS to research and follow up with more information.

Updated: 01/07/2015 14:42:16 By T8954CC

TS has engaged commodity lead and engineering for assistance.

Updated: 01/08/2015 12:35:52 By T8954CC

Email sent to engineering for next steps to see if vehicle review is still possible or how to correct concern as CAIR indicates vehicle replacement was offered.

Updated: 01/12/2015 09:49:02 By T8954CC

TS spoke to SM who advised that he would find out which tech was working on vehicle and have them follow up with engineering this afternoon.

Updated: 01/12/2015 11:41:36 By T8954CC

TS spoke with engineering who advised no follow up from dealer. TS contacted dealer and was disconnected in service. TS returned call asking for SM Eric. Reception advised that he was not available and TS left message for follow up. TS escalating case to business center for assistance with dealer follow up as CAIR indicates replacement offered 01/09 which has been closed.

Updated: 01/13/2015 09:46:28 By T8954CC

No case update since escalating to BC 01/13. TS spoke to SM who acknowledged he had missed a message from engineering and that his tech spoke to a John @ 313-820-7035 who told him after speaking with him and discussing case that they had done everything right that they were supposed to do. SM states he is waiting to hear what they are supposed to do if diagnostics were performed correctly and sensor has been replaced and aligned properly twice. TS sent email to field and engineering contacts for next steps at this point as CAIR indicates that customer assistance left a voicemail for customer to return call and review repurchase terms.

Updated: 01/20/2015 12:44:31 By T8954CC

TS left VM for SM to follow up to discuss engineering response.

Updated: 01/20/2015 16:26:51 By T8954CC

TS discussed outcome of tech discussion with engineering to SM as follows: 1) The technician was not able to reproduce the issue even though the service advisor indicated that he personally experienced it. 2) Both engineer and the Technician do not believe it is possible to drive the vehicle near the dealership with "No Cars around" even though that is part of the complaint. (Too busy of an area for no cars present. 3) Based on the discussion it sounds like the technician is knowledgeable about the system and the alignment process. As this issue is not present on any other vehicles in the field it is still believed this is a combination of vehicle alignment, radar alignment, and misinformation. After 300,000 km of driving engineering advised that they have never had unwarranted braking on a properly aligned sensor. The system does not brake on objects that are not there. Engineering has no more to offer in terms of diagnosis of the vehicle. TS advised SM to return the vehicle and if vehicle is repurchased by FCA that engineering is requesting to make arrangements to have vehicle shipped to CTC for further investigation. TS closing case as no concerns have been duplicated according to technician and diagnosis is inconclusive without duplication of concern.

Updated: 01/21/2015 09:08:24 By T8954CC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG8 | EC [REDACTED] | Built Date | 08/16/2013 | Mileage | 15,000 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | M rket | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|------------------------|
| Case Ref | [REDACTED] | Component Group | 21A - TRANSAXLE - AUTO |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 01/12/2015 15:07:16 | By | T5929DH |
| Updated | 02/01/2015 22:59:03 | By | T7218RD |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 24165 | AUTONATION CHRYSLER DODGE JEEP | Phone | (206) 365-3530 | |
| Address | 13733 AURORA AVE N | | | | |
| City | SEATTLE | State | WA | ZIP | 98133 6912 |
| Dealer Zone | 70 | County | KING | Country | USA |
| Tech | Brandy Lines | | | | |
| STAR | T7218RD | | | | |

PART INFORMATION

| | | | |
|--------------------|------------|------------------|---|
| Part Number | 68166105AE | Part Qty. | 1 |
|--------------------|------------|------------------|---|

CUSTOMER CONCERN

I2R SPECIAL HANDLING* Customer [REDACTED] i Vehicle:2014 Jeep Gand Cherokee VIN:EC [REDACTED]
Dealership: Town & Country Chrysler Jeep Dodge/AutoNation Dealer Code:24165 Dealer Contact:SA Brandy Reported issue: -Vehicle jumps from 8th to 1st gear while driving highway speed -Adaptive cruise control, when on but not in use, the vehicle continues to brake. Customer is requesting a replacement. Please reference CAIR #25488800, STAR case #100199835, last updated by T7218RD.
Updated: 01/12/2015 15:07:16 By T5929DH

RESOLUTION

Spoke with Brandy - Vehicle is not at the dealer. Vehicle is being towed in at some point due to a no-start. Dealer advised their TA is involved due to data recordings previously requested. TS requested the dealer make contact with their TA and let him know the vehicle is returning. TS closed the claim, vehicle is not at the dealer for diagnosis.
Updated: 01/12/2015 15:07:16 By T5929DH
01/22/15: Reviewed case with tech. Data recordings do not show any signs of the root cause. May require additional data recording events. Follow up to continue.
Updated: 01/22/2015 19:51:59 By T7218RD
01/23/15: Reviewed case with tech(Shop Foreman). Unable to duplicate the condition that customer reports. Trans shift from 8th gear to 1st gear. Reviewed data recorder & no evidence of the above condition happening. Advise tech to secure additional information from customer at this time.
Updated: 01/23/2015 14:28:16 By T7218RD
01/23/15: Follow up with tech. Two possible root causes, considering that we are unable to duplicate the condition at this time. Supporting the replacement of the transmission shifter model. Waiting for repair confirmation.
Updated: 02/01/2015 22:59:03 By T7218RD

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG2 | EC [REDACTED] | Built Date | 03/05/2013 | Mileage | 21,253 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 01/16/2015 12:57:55 | By | T5880SL |
| Updated | 02/04/2015 14:26:18 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|----------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 44812 | SMITH HAVEN CHRYSLER JEEP DODGE | Phone | (631) 863-2000 | |
| Address | 794 JERICHO TURNPIKE | | | | |
| City | ST JAMES | State | NY | ZIP | 11780 3225 |
| Dealer Zone | 32 | County | SUFFOLK | Country | USA |
| Tech | Francis Mulgrew | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

ACC operational - stop & go feature does not work.

Updated: 01/16/2015 12:57:55 By T5880SL

Still waiting for response. configuration report has been sent.

Updated: 01/16/2015 12:57:55 By T5880SL

Thank you Steve, just to confirm- are you saying by the configuration report I sent that this particular vehicle does not have that feature? I have driven similar vehicles with ACC+ which will slow the vehicle to a stop upon where a 2 second countdown timer will come up in the cluster before cancelling

Updated: 01/20/2015 13:44:31 By T5880SL

hi im taking over this car im frank just read service info and owners manual about this feature and it states that it will stop the vehicle all the way to a complete stop and hold it there for two sec if the object in front moves then it will resume speed and if it doesn't move in a 2 second window which there is a display on cluster for than the system will shut off so I believe you are mistaken in your previous statements saying system will disable below 5mph thanks in advance for any further help

Updated: 02/02/2015 12:12:12 By T5880SL

The ACC system: ◦ Does not react to pedestrians, oncoming vehicles, and stationary objects (e.g., a stopped vehicle in a traffic jam or a disabled vehicle). ◦ Cannot take street, traffic, and weather conditions into account, and may be limited upon adverse sight distance conditions. ◦ Does not always fully recognize complex driving conditions, which can result in wrong or missing distance warnings. ◦ Will bring the vehicle to a complete stop while following a target vehicle and hold the vehicle for 2 seconds in the stop position. If the target vehicle does not start moving within two seconds the ACC system will display a message that the system will release the brakes and that the brakes must be applied manually. An audible chime will sound when the brakes are released.

Updated: 02/02/2015 12:12:12 By T5880SL

if possible could we please get an update soon cust is becoming very unsatisfied thank you

Updated: 02/02/2015 12:12:12 By T5880SL

you can reach me at 845-656-8989 if I don't pick up just leave voicemail will call you right back thanks

Updated: 02/04/2015 12:35:51 By T4756RH

sorry literally just keep missing the call you can also try to call dealer at 631 532 2862

Updated: 02/04/2015 14:26:18 By T4756RH

RESOLUTION

Benjamin, the ACC cancels below 5 mph. The driver always need to apply the brakes when coming to a stop. There is no stop and go feature. Please review the Adaptive Cruise Control section of the owner's manual with the customer. Steve

Updated: 01/16/2015 12:57:55 By T5880SL

Benjamin, this vehicle will not brake to a complete stop. The driver needs to control the brakes. Below 5 mph, when the ACC cancels, it will no longer apply the brakes for the driver. ACC will then need to be reset. Steve

Updated: 01/20/2015 13:44:31 By T5880SL

Called dealer to speak to Frank Mulgrew. He compared to 2 like vehicles that do come to a complete stop when following another vehicle that has stopped. Escalating this case to the master consultant. Steve

Updated: 02/02/2015 12:12:12 By T5880SL

Frank,I attempted to contact you in regards to this vehicle at the dealer but was sent to a voicemail system,can you please provide a direct number perhaps a mobile phone number so we can discuss this vehicle. Thanks,Rich H.

Updated: 02/03/2015 10:35:11 By T4756RH

Frank,I have made 2 calls to your mobile,I do not have a direct line,So the next time you see my number on your phone try and pick it up.I will try back later this afternoon,or let me know when is good time to call you back at.I go to lunch at approx 12:45 EST till about 1:45pm.

Updated: 02/04/2015 12:35:51 By T4756RH

Star returned a call back to Frank,All modules are up to date.Vehicle is not in the shop at time of return call to the dealer.The customers concern has been verified to be operating abnormally when compared to like models.Dealer will get the vehicle back in for inspection to see if there are any signs of collision damage/repair.Advised to also check this vehicle for any aftermarket accessories or modifications to the vehicle like aftermarket wheels and tires body & suspension modifications.Wheel alignment and ride height must be checked also.Dealer to run FFC and ACC calibrations routines.Also make sure the feature settings of this system are not the problem.Since this is equipped with a FFC check the sensitivity settings in the radio,per service information: The driver has the ability to adjust the sensitivity and turn brake support on or off in the radio.

Updated: 02/04/2015 14:26:18 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCTX | EQ [REDACTED] | Built Date | 08/14/2013 | Mileage | 4 ,323 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 01/16/2015 17:25:15 | By | T6104LN |
| Updated | 01/23/2015 16:46:30 | By | T6104LN |

CONTACT

| | | | | | |
|--------------------|---------------------|--------------------------------|----------------|----------------|------------|
| Dealer | 24105 | JEEP CHRYSLER DODGE OF ONTARIO | Phone | (909) 390-9898 | |
| Address | 1202 AUTO CENTER DR | | | | |
| City | ONTARIO | State | CA | ZIP | 91761 2208 |
| Dealer Zone | 71 | County | SAN BERNARDINO | Country | USA |
| Tech | Jared KRAUSE | | | | |
| STAR | T6104LN | | | | |

CUSTOMER CONCERN

while driving the brakes are suddenly applied on their own like its about to hit something even when no object is in front of them. no dtcs.

Updated: 01/16/2015 17:25:15 By T6104LN

RESOLUTION

Hi jared, Thanks for the info. If the brakes are applying like the crash detection has gone off, all you can do is try to drive this and duplicate it. There is no test plan for collision alert! Try and duplicate it, ask the owner what was the exact scenario, how many times has this happened. I also would go into Tech/connect and rear the operation of this system just to become familiar with the function. Thanks! Larry

Updated: 01/16/2015 17:25:15 By T6104LN

status? can you close this ticket?

Updated: 01/20/2015 10:29:27 By T6104LN

Status?

Updated: 01/23/2015 16:45:43 By T6104LN

no response

Updated: 01/23/2015 16:46:30 By T6104LN

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG7 | EC [REDACTED] | Built Date | 05/12/2013 | Mileage | 21,020 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|----------------------------------|
| Case Ref | [REDACTED] 1 | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | HDD | HARD DISC DRIVE | |
| Created | 01/27/2015 08:24:35 | By | T5929DH |
| Updated | 01/29/2015 15:10:17 | By | T5929DH |

CONTACT

| | | | | | |
|--------------------|--------------------------|----------------------------------|---------|----------------|----------------|
| Dealer | 66262 | SUBURBAN CHRYSLER DODGE JEEP RAM | | Phone | (248) 476-7900 |
| Address | 38123 WEST TEN MILE ROAD | | | | |
| City | FARMINGTON HILLS | State | MI | ZIP | 48335 2803 |
| Dealer Zone | 42 | County | OAKLAND | Country | USA |
| Tech | Tracey Smith | | | | |
| STAR | T5929DH | | | | |

CUSTOMER CONCERN

[REDACTED] SUBURBAN CHRYSLER, SA/Tracy, 248-476-7900, Cruise control is not working, issues with the radio going blank - needs further assistance with diag.
Updated: 01/27/2015 08:24:35 By T5929DH

RESOLUTION

Left voicemail for Tracey - TS requested the dealer report back with findings and the current radio software level
Updated: 01/27/2015 08:24:35 By T5929DH

Spoke with Tracey - Dealer advised the customers concerns and findings are: 1) Adaptive cruise control intermittently does not work - Dealer advised the customer advised last week when driving in the snow storm the cluster would display the FCW screen requires cleaning, and would then intermittently flash "Brake" on the cluster. Customer advised the vehicle has not done this since driving in the snow storm. Dealer advised the vehicle has been in multiple times for this condition, and the dealer has never been able to duplicate the concern. TS advised if the FCW sensor lens in the front bumper is obstructed, or dirty, the cluster will broadcast the message to clean it. TS advised if the sensor is obstructed, it could cause the system to react to scenario's which are not present. TS referred the dealer to the owners manual which indicates these systems should not be used in hazardous driving conditions. 2) radio locked up, and will re-boot - Dealer advised they have never been able to duplicate the customers concern. Dealer advised the radio software is 14.25.05. TS advised to confirm with the customer if the issue only occurs with something paired to it. TS advised if so, to verify if the device is compatible. TS advised if nothing paired, or device is compatible, attempt a factory re-set on the radio with the customers authorization. TS advised to back up the radio prior to performing because all data will be lost. Dealer to report back.

Updated: 01/27/2015 11:31:12 By T5929DH

Spoke with Tracey - Dealer advised the customer has an AT&T Samsung Galaxy S4, with software level 4.4.2. TS advised phone per the UConnect site is compatible so it should not be a cause for the radio locking up (if the phone is another type of S4, it may not be compatible... like a galaxy S4 Google, or Galaxy S4 Zoom...). TS suggested re-flashing the radio with the 14.25.05 software and attempting to duplicate the customers concern.

Updated: 01/28/2015 15:56:09 By T5929DH

Spoke with Tracey - Dealer advised they obtained the customers authorization to perform a factory re-set on the radio (again, issue is still NPF). The vehicle is all set after the re-set. TS closed the claim, no further support needed.

Updated: 01/29/2015 15:10:17 By T5929DH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX | EC [REDACTED] | Built Date | 07/08/2013 | Mileage | 35,810 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 02/04/2015 16:08:56 | By | T0902JT |
| Updated | 02/18/2015 16:57:48 | By | T0902JT |

CONTACT

| | | | | | |
|--------------------|-------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 45598 | CLOVIS CHRYSLER DODGE JEEP RAM | Phone | (559) 326-1600 | |
| Address | 395 W HERNDON AVE | | | | |
| City | CLOVIS | State | CA | ZIP | 93612 0279 |
| Dealer Zone | 71 | County | FRESNO | Country | USA |
| Tech | Theodore Varela | | | | |
| STAR | T0902JT | | | | |

CUSTOMER CONCERN

adaptive cruise in/op code keeps setting c14a5-00 sensor blinded cleaned lense and windshield acc will notset code c14A5-00 RETURNS

Updated: 02/04/2015 16:08:56 By T0902JT

the vehicle was recalibrated twice and code comes back it would work once or twice then code resets

Updated: 02/05/2015 13:06:32 By T0902JT

RESOLUTION

Theodore, At this time it is suggested to calibrate the ACC sensor on the front of the vehicle and reevaluate the concern. Let me know what you find-Justin

Updated: 02/04/2015 16:08:56 By T0902JT

Theodore, At this time it is suggested to replace the ACC sensor and reevaluate the concern. Let me know what you find-Justin

Updated: 02/05/2015 13:06:32 By T0902JT

Called dealer, spoke to S.A Bob. Tech is replacing ACC at the moment. Tech is to update and close case once concern has been resolved. Reassigning to agent for follow up.

Updated: 02/16/2015 18:56:14 By T6246DZ

acc module

Updated: 02/18/2015 16:57:48 By T0902JT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|-------|
| Model Year | 2015 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBG9 | FC [REDACTED] | Built Date | 08/26/2014 | Mileage | 1 319 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 02/04/2015 18:05:26 | By | T1990NP |
| Updated | 02/19/2015 12:02:51 | By | T2305JK |

CONTACT

| | | | | | |
|--------------------|------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 66451 | SOUTH COUNTY CHRYSLER - JEEP - | Phone | (408) 842-8244 | |
| Address | 455 STUTZ WAY | | | | |
| City | GILROY | State | CA | ZIP | 95020 6631 |
| Dealer Zone | 71 | County | SANTA CLARA | Country | USA |
| Tech | Christian Monroy | | | | |
| STAR | T2305JK | | | | |

CUSTOMER CONCERN

FRONT COLLISION WARNING DOES NOT WORK
Updated: 02/04/2015 18:05:26 By T1990NP
FOR MORE INFO CALL ME AT 408-717-0397
Updated: 02/04/2015 18:05:26 By T1990NP
CALL ME BACK. HAD TO STEP AWAY TO TALK TO MANAGER
Updated: 02/04/2015 18:05:26 By T1990NP

RESOLUTION

Called Christian as requested. Customer alleges that FCW system is inop. All mods are active on BUS with no DTCs and no available updates. There is no display that reads: "ACC/FCW Limited Functionality & the Adaptive cruise operates correctly. STAR advises that the system is operating as designed. The owners' manual states: The ACC module is the component that is responsible for the FCW+, Lane Departure Warning Plus (LDW+) and ACC+ decision making. The ACC module receives data from the FFC and performs a data fusion with its own sensor data. At this point, the ACC module determines if a FCW+, LDW+ or ACC+ event needs to occur. Since there are multiple modules involved in the operation of the FCW+ system, all faults or diagnostic trouble codes should be checked during diagnosis. The system utilizes the radar sensor in front of the vehicle, so any alignment or configuration issues may cause the system to be inoperative. If the ACC radar detects incorrect or compromised information from the FFC, the ACC+/FCW+ will function in an limited capacity. If the data consistency continue to occur from the FFC, a fault code will set. I will send the rest of response in 1 min. Neil

Updated: 02/04/2015 18:05:26 By T1990NP

Audible sounds within the cabin of the vehicle and visual warnings shown within the EVIC are activated when necessary to notify the driver. •Collision Mitigation System (CMS) - CMS assists braking operation by automatically applying an appropriate amount of braking force to help avoid or minimize the chances of hitting a vehicle. CMS allows up to 1.5 seconds of braking to give the driver additional reaction time. When CMS activates its automatic brake, it also turns the brake lights on. •Advanced Brake Assist (ABA) - Once the driver presses the brake pedal, advanced brake assist (ABA) will engage if the driver is not applying enough force. ABA will increase the braking force required to avoid or mitigate the

accident. If the driver does not react to any of the previous warnings, the collision cannot be avoided. 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. Thank you, Neil

Updated: 02/04/2015 18:06:05 By T1990NP

Christian, is this vehicle still at shop? If so, do you need more assistance? If not, please close the case on your end, w/repair details. Otherwise, if parts are ordered/backordered, please re-submit with P/N(s). If you are waiting for vehicle to return, you can always open a new ticket if you need more assistance. Thank you, Neil

Updated: 02/13/2015 13:30:01 By T1990NP

ALL IS WORKING FINE. GOT TO DO CONCERN A FEW TIMES

Updated: 02/18/2015 13:18:41 By T1990NP

Additional information required. Advised tech service info states the following: "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."--- Jerry k.

Updated: 02/19/2015 12:02:51 By T2305JK

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2015 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG7 | FO [REDACTED] | Built Date | 10/26/2014 | Mileage | 1,981 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/05/2015 13:05:10 | By | T0902JT |
| Updated | 02/17/2015 16:32:30 | By | T0902JT |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|---|---------|---------------------|
| U0232 | Lost Communication with Blind Spot Detection Module | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|---------------------|----------------------------------|--------------|----------------|----------------|
| Dealer | 60446 | CHRYSLER JEEP DODGE RAM OF TAMPA | | Phone | (813) 935-4812 |
| Address | 10909 N FLORIDA AVE | | | | |
| City | TAMPA | State | FL | ZIP | 33612 6633 |
| Dealer Zone | 66 | County | HILLSBOROUGH | Country | USA |
| Tech | Gary Myers | | | | |
| STAR | T0902JT | | | | |

CUSTOMER CONCERN

| |
|--|
| ADAPTIVE CRUISE INOP AT TIMES |
| <i>Updated: 02/05/2015 13:05:10 By T0902JT</i> |

RESOLUTION

| |
|---|
| Spoke to Gary he indicated that at this time it is suggested to clean the ACC sensor in the front of the vehicle. It is also suggested to recalibrate Sensor and reevaluate the concern. let me know what you find-Justin |
| <i>Updated: 02/05/2015 13:05:10 By T0902JT</i> |
| RESET |
| <i>Updated: 02/17/2015 16:32:30 By T0902JT</i> |

Field Report

VEHICLE

| | | | | | | |
|---------------------|------------|---------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFDJ7E | EC | Built Date | 06/12/2013 | Mileage | 10,428 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/09/2015 15:04:09 | By | T5211FW |
| Updated | 02/09/2015 16:42:24 | By | T5211FW |

CONTACT

| | | | | | | |
|--------------------|------------------------|---------------------------|--------------|----------------|------------|--|
| Dealer | 66667 | DAVID ELLIS CHRYSLER JEEP | Phone | (818) 348-7510 | | |
| Address | 21422 ROSCOE BOULEVARD | | | | | |
| City | CANOGA PARK | State | CA | ZIP | 91304 4142 | |
| Dealer Zone | 71 | County | LOS ANGELES | Country | USA | |
| Tech | Frank Dupon | | | | | |
| STAR | T5211FW | | | | | |

CUSTOMER CONCERN

Customer states that adaptive cruise cont. will apply brakes even when theres no one on the road.
Updated: 02/09/2015 15:04:09 By T5211FW

RESOLUTION

Frank called in with the concern of the adaptive cruise system applying the brakes with no one there and no faults set. I advised frank that he may have a camera/sensor issue and that he should make sure that the lens is clean and try to duplicate the concern before proceeding. Frank.

Updated: 02/09/2015 15:04:09 By T5211FW

Cleaned sensor and removed foreran objects from sensor lens. Checked sensor alignment and it is with in specs. Test drove vehicle and could not duplicate at this time

Updated: 02/09/2015 16:42:24 By T5211FW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG9 | EC3 [REDACTED] | Built Date | 11/26/2013 | Mileage | 24,094 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/10/2015 14:31:46 | By | T3083CK |
| Updated | 02/10/2015 16:28:11 | By | T3083CK |

CONTACT

| | | | | | |
|--------------------|-----------------|--------------------------------|--------------|----------------|------------|
| Dealer | 66797 | POULIN CHRYSLER DODGE JEEP RAM | Phone | (603) 332-2010 | |
| Address | 401 N MAIN ST | | | | |
| City | ROCHESTER | State | NH | ZIP | 03867 4350 |
| Dealer Zone | 32 | County | STRAFFORD | Country | USA |
| Tech | Chris Robicheau | | | | |
| STAR | T3083CK | | | | |

CUSTOMER CONCERN

code C14A5-00 sensor blinded, acc/fcw wipe sensor. sensor is new clean and aligned. since aug
Updated: 02/10/2015 14:31:46 By T3083CK

RESOLUTION

Chris called STAR, I suggested that the technician perform a capacitive discharge on the vehicle, then a reconfiguration and then re-evaluate the vehicle. Thanks, Chester.

Updated: 02/10/2015 14:31:46 By T3083CK

performed procedure, checked align way too high, witech wants you to add 1.25 turns to right, makes it way too high. skipped that step bubbled it roadtest, all 100% at this time

Updated: 02/10/2015 16:28:11 By T3083CK

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2015 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJGX | FC6 [REDACTED] | Built Date | 09/28/2014 | Mileage | 2,035 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 02/11/2015 17:52:22 | By | T1990NP |
| Updated | 02/17/2015 16:18:21 | By | T1990NP |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| C1562 | 98-RIDE HEIGHT AIR PUMP CONTROL - COMPONENT OR SYSTEM OVER TEMPERATURE | T1870AT | 04/14/2013 01:25:46 |

CONTACT

| | | | | | |
|--------------------|------------------------|---------------------------|--------------|----------------|------------|
| Dealer | 66667 | DAVID ELLIS CHRYSLER JEEP | Phone | (818) 348-7510 | |
| Address | 21422 ROSCOE BOULEVARD | | | | |
| City | CANOGA PARK | State | CA | ZIP | 91304 4142 |
| Dealer Zone | 71 | County | LOS ANGELES | Country | USA |
| Tech | Ibrahim Elhendi | | | | |
| STAR | T1990NP | | | | |

CUSTOMER CONCERN

CUSTOMER STATSTHEY WERE DRIVING ON THE FRWY NO VEH IN FRONT OF THEM ,BRAKE MASSEGE CAME ON DAH BRAKE,AND BRAKES APPLIED,CUSTOMER DISENGAGE ADAPTIVE CRUISE CONTROL AND CONTINUE DRIVING

Updated: 02/11/2015 17:52:22 By T1990NP

GET MORE INFORMATION FROM THE CUSTOMER,CUSTOMER STAT VEH WAS NOT ON ACC AND WHEN SHE IS GOING ON THE ONN RAMP TO ENTER THE FRWY MASSAGE CAME ON THE DASH BRAKE AND VEHBRAKES APPLIED,SHE ALREADY CONTACTED CHRYSLER FOR THIS CONCERN AND ALSO SHE SAY TRANS HARD SHIFTING SLOW TRAFFIC LIKE 10 MILES PER HOUR AND CKED FOR FAULT CODES INTHE TCM NONE FOUND.

Updated: 02/13/2015 09:53:51 By T1990NP

the system is set at FAR, all systems up to date on software.

Updated: 02/13/2015 12:43:50 By T1990NP

ive been driving home for the last 2 days and have not duplicated the concern. in city driving should the switch on the dash for the acc/cfw be turned off?

Updated: 02/13/2015 12:43:50 By T1990NP

RESOLUTION

Ibrahim, try to get more detailed concern info(hilly or winding terrain?, what speed?, constuction zone?, what was the weather conditions at that time?...) to help you duplicate concern. The owners manual states: You should switch off the ACC system: •When driving in fog, heavy rain, heavy snow, sleet, heavy traffic, and complex driving situations (i.e., in highway construction zones). •When entering a turn lane or highway off ramp; when driving on roads that are winding, icy,

snow-covered, slippery, or have steep uphill or downhill slopes. If these do not apply, what is the distance setting set at? Are all mods up to date? Thank you, Neil

Updated: 02/11/2015 17:52:22 By T1990NP

Ibrahim, what is the distance setting set at? Are all mods up to date? You will need to send another ticket to the trans group for the shift concern. Thank you, Neil

Updated: 02/13/2015 09:53:51 By T1990NP

Ibrahim, no, it does not need to be turned off in city traffic, however; as stated before; The owners manual states: You should switch off the ACC system: •When driving in fog, heavy rain, heavy snow, sleet, heavy traffic, and complex driving situations (i.e., in highway construction zones). •When entering a turn lane or highway off ramp; when driving on roads that are winding, icy, snow-covered, slippery, or have steep uphill or downhill slopes. Also, the owners manual states: 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. Cannot take street, traffic, and weather conditions into account, and may be limited upon adverse sight distance conditions. •Does not always fully recognize complex driving conditions, which can result in wrong or missing distance warnings. So this may be operating as designed. If you feel it's not, are all mods up to date? If so, are there any aftermarket accys.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, perform the horiz/vert alignment procedures per service info. Sometimes intermittent/marginal concerns are corrected by the calibrations, even though there are no DTCs. Thank you, Neil

Updated: 02/13/2015 12:43:50 By T1990NP

could not verify customers concerns/vehicle returned to customer non-value add closure

Updated: 02/17/2015 16:18:21 By T1990NP

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|-----|
| Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFDJX | EC1 [REDACTED] | Built Date | 04/29/2013 | Mileage | 130 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | B | INOPERATIVE | |
| Created | 02/11/2015 19:44:15 | By | T5880SL |
| Updated | 02/28/2015 14:46:16 | By | T3435RT |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|---|---------|---------------------|
| U0104-00 | Lost Communication With Cruise Control Module | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|----------------------|-------------------|--------------|----------------|------------|
| Dealer | 36495 | BURNS MOTORS, LTD | Phone | (956) 682-1381 | |
| Address | 1300 E US HIGHWAY 83 | | | | |
| City | MCALLEN | State | TX | ZIP | 78501 8852 |
| Dealer Zone | 63 | County | HIDALGO | Country | USA |
| Tech | JOSE MUNOZ JR | | | | |
| STAR | T3435RT | | | | |

CUSTOMER CONCERN

VEHICLE HAS BEEN WRECKED HAS HAD A ACC SENSOR & HARNESS REPLACED & VEHICLE HAS CODE U0104-00 LOST COMMUNICATION WITH CRUISE CONTROL MODULE. CHECKED CIRCUIT 948 PK-LG & FOUND 12V. CHECKED CIRCUIT Z909 BK GROUND GOOD GROUND LOAD TESTED WITH LIGHT BULB. CHECKED CIRCUITS D29 & D248 FOR OPENS & SHORT TO GROUND. FOUND NO SHORTS OR OPENS. LOAD TESTED CIRCUITS D249 & D248 WITH HEAD LIGHT BULB & FOUND GOOD CIRCUITS. IS THERE SOMETHING ELSE I CAN CHECK BEFORE CONDEMNING ACC SENSOR?

Updated: 02/11/2015 19:44:15 By T5880SL

THE ONE IN THE BUMPER. STAR CONNECTOR LOOKS GOOD

Updated: 02/13/2015 17:07:13 By T5880SL

THE wt & tan CAN C+ GOING TO the camera from the acc sensor in bumper has 3.4 & the tan can c- is 1.7. the yellow & grey can c+ from acc in bumper to star connector has 2.7 & yellow CAN C- IS 2.2

Updated: 02/16/2015 18:06:35 By T5880SL

RESOLUTION

Jose, by ACC sensor, do you mean the forward facing camera and harness was replaced? Since you have power and ground and good bus circuits, did you check for voltage on the bus to the ACC module? What about bus voltage from the module to the camera? If the bus voltages are around 2.5 volts, replace the ACC module. If not, check the CAN C dash star connector. Steve

Updated: 02/11/2015 19:44:15 By T5880SL

Jose, did you check for voltage on the bus to the ACC module, and from the module to the camera? Are they around 2.5 volts? Steve

Updated: 02/13/2015 17:07:13 By T5880SL

Jose, since CAN bus voltage is good, replace the ACC module. Steve

Updated: 02/16/2015 18:06:35 By T5880SL

Jose, this case was on a list of cases STAR Management is requiring updates on, we are trying to get any idle cases updated/closed at this time. If further assistance is needed, please reply back to the ticket and I will forward it to Steve for review. Otherwise close it out on your end as well if/when a resolution was/is confirmed. Thanks for your cooperation.-Todd

Updated: 02/28/2015 14:46:16 By T3435RT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG8 | EO [REDACTED] | Built Date | 05/25/2013 | Mileage | 20,779 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/12/2015 06:33:52 | By | T5036BE |
| Updated | 02/26/2015 12:39:18 | By | T3742JG |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------------------|--|---------|---------------------|
| P0456 | Evap System Small Leak | T3076SB | 04/14/2013 01:25:00 |
| U0405 | Invalid Data Received From Cruise Control Module | T3076SB | 04/14/2013 01:25:00 |
| C008E (ISO Reserved) | | DTODAW | 04/14/2013 01:25:46 |

CONTACT

| | | | | | |
|--------------------|---------------------|-----------------------------|--------------|----------------|------------|
| Dealer | 65023 | CROWLEY CHRY-JEEP-DODGE INC | Phone | (860) 261-3000 | |
| Address | 1461 FARMINGTON AVE | | | | |
| City | BRISTOL | State | CT | ZIP | 06010 4777 |
| Dealer Zone | 32 | County | HARTFORD | Country | USA |
| Tech | PETER THIERRY | | | | |
| STAR | T3742JG | | | | |

CUSTOMER CONCERN

red brake warning light flashes and chimes ring while driving.

Updated: 02/12/2015 06:33:52 By T5036BE

Brian, After extensive driving of this vehicle, the dash flashes "BRAKE" and the chime sounds. It appears to be an adaptive cruise issue. The customer is bringing the vehicle back next week. Any issues with the radar sensor or forward camera? The sensitivity is set for near. The radar sensor is clean and tight. The customer states it will happen with no vehicles in front, but we had it happen only once with a vehicle 40 feet ahead at 70 mph. Pete

Updated: 02/18/2015 15:36:13 By T5036BE

vehicle back in. Codes C008E-00 and U0405-00 stored. Customer complaint of "BRAKE" message and chime. Also "ACC/FCW unavailable wipe front sensor".Pete

Updated: 02/23/2015 17:39:28 By T1990NP

RESOLUTION

Peter. For the red brake lamp flashing and the chime sounding condition; I would inspect the park brake switch and circuit. Make sure that the switch isn't too sensitive and inspect circuit B25 - GY/BK from the switch to the BCM C5 pin 11 for chaffing. As for the EVAP concern, you will want to start a separate ticket with the Drivability group. Let me know if you need anything. Thanks, Brian.

Updated: 02/12/2015 06:33:52 By T5036BE

I called Peter to ask for a vehicle status update. I left a voice message for peter to please update the ticket with the current status of this vehicle. Brian.

Updated: 02/17/2015 13:03:33 By T5036BE

Peter. This ticket would be better in the Drive group for this concern. Since the vehicle is not at the dealer; I will close this ticket. You should open a new one with the Drive group when the vehicle returns. Thanks. Brian.

Updated: 02/18/2015 15:36:13 By T5036BE

Peter, the Unavailable Vehicle System Error" occurs because of DTC fault codes. If the DTCs are stored, & if available, record F/Frame/environmental data to aid in diagnosis, duplicating concern and verifying repair. Are all mods up to date? If so, are there any aftermarket accys.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, the owners manual states: Cannot take street, traffic, and weather conditions into account, and may be limited upon adverse sight distance conditions. Does not always fully recognize complex driving conditions, which can result in wrong or missing distance warnings. You should switch off the ACC system: •When driving in fog, heavy rain, heavy snow, sleet, heavy traffic, and complex driving situations (i.e., in highway construction zones). •When entering a turn lane or highway off ramp; when driving on roads that are winding, icy, snow-covered, slippery, or have steep uphill or downhill slopes. •When towing a trailer up or down steep slopes. I will respond again for more info. Thhnk you, Neil

Updated: 02/23/2015 17:39:28 By T1990NP

Have your S/A get more detailed concern info to help you duplicate concern. More info in O/man: NOTE: Any chassis/suspension or tire size modifications to the vehicle will effect the performance of the Adaptive Cruise Control. ACC may not detect a vehicle in the same lane that is offset from your direct line of travel, or a vehicle merging in from a side lane. There may not be sufficient distance to the vehicle ahead. The offset vehicle may move in and out of the line of travel, which can cause your vehicle to brake or accelerate unexpectedly. When driving on a curve with ACC engaged, the system may decrease the vehicle speed and acceleration for stability reasons, with no target vehicle detected.This most often occurs at times of poor visibility, such as in snow or heavy rain. The ACC system may also become temporarily blinded due to obstructions, such as mud, dirt or ice. In these cases, the EVIC will display "ACC/FCW Unavailable Wipe Front Radar Sensor" and the system will deactivate. The "ACC/FCW Unavailable Wipe Front Radar Sensor" message can sometimes be displayed while driving in highly reflective areas (i.e. tunnels with reflective tiles, or ice and snow). The ACC system will recover after the vehicle has left these areas. Under rare conditions, when the radar is not tracking any vehicles or objects in its path this warning may temporarily occur. Peter, is there also a P0456 concern? If so what tests have you performed? Thank you, Neil

Updated: 02/23/2015 17:45:26 By T1990NP

TA received request from SM to assist. Has the Forward Facing Camera been replaced and then calibrated/aligned? If not already done TA recommends replacing FFCM and calibrating per procedure in Service Info 8E Modules FFCM.

Updated: 02/25/2015 09:06:31 By T3742JG

Replacing camera and module.

Updated: 02/26/2015 12:39:18 By T3742JG

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG0 | EC [REDACTED] | Built Date | 05/22/2013 | Mileage | 17,442 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PEP | DEEP AUBURN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 02/12/2015 15:58:05 | By | T5929DH |
| Updated | 02/23/2015 15:42:06 | By | T5929DH |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|---|---------|---------------------|
| C1082-02 | Vacuum Pressure Sensor - General Signal Failure | T3076SB | 04/14/2013 01:25:00 |
| P06DD | Engine Oil Pressure Control Circuit Stuck Off | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|------------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 60313 | CRYSTAL CHRYSLER, JEEP, DODGE | Phone | (760) 324-4557 | |
| Address | 36-444 AUTO PARK DRIVE | | | | |
| City | CATHEDRAL CITY | State | CA | ZIP | 92234 6500 |
| Dealer Zone | 71 | County | RIVERSIDE | Country | USA |
| Tech | Dani Akkerman | | | | |
| STAR | T5929DH | | | | |

CUSTOMER CONCERN

KEN [REDACTED] CRYSTAL CHRYSLER, JEEP, DODGE, Danny/SA ext. 5156, 1) engine lost power pushed on the gas pedal the car surge then bog 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

Updated: 02/12/2015 15:58:05 By T5929DH

RESOLUTION

Spoke with Dani - 1) engine lost power pushed on the gas pedal the car surge then bog down again - NPF/customers concern could not be duplicated when testing, only normal operation verified. TS requested the dealer continue to test. 2) At freeway speeds with adaptive cruise car stopped rapid with nothing in front of vehicle - NPF/customers concern could not be duplicated when testing, only normal operation verified - TS requested the dealer check the front ACC sensor for damage/anything which may have caused an alignment issue. Dealer will report back. 3) Under hood seal missing - Dealer will report back after inspecting. 4) 911 message to see dealership displayed on dash - TS requested the dealer obtain the current radio software level. Dealer advised they had codes P06DD and C1082-02, both stored when the vehicle came in. TS requested the dealer send over the vehicle scan report, event data report, and freeze frame data. Dealer will send and report back.

Updated: 02/12/2015 15:58:05 By T5929DH

Spoke with Dani - Dealer advised there is a modification to the front bumper for a tow bar. Dealer advised it is close to the ACC/FCW sensor. Dealer will send photos. Dealer will also send requested reports. Dealer will continue to test drive the vehicle in an attempt to duplicate the issue.

Updated: 02/13/2015 16:05:50 By T5929DH

TS received and reviewed the e-mailed information. There have been modifications to the front bumper for what appears to be a tow bar set up, and the front fascia does not appear to align correctly with the FCW/ACC sensor, and it appears some of the modifications are making contact with the inside of the fascia... TS called the dealer, left a voicemail for Dani, TS requested the dealer report back with a confirmation if anything has been duplicated. Dealer to report back. TS attached a vehicle scan report, event data report, and the photos.

Updated: 02/16/2015 11:11:44 By T5929DH

TS received a voicemail from Dani - Dealer advised they need a call back advising how to proceed. TS called the dealer back, left a voicemail for Dani - TS advised TSO needs confirmation if any of the customers concerns have been duplicated, TSO needs the radio software level (actually that is in the attached VSR, it is 14.25.05), and TS advised need confirmation if any of the front fascia and tow bar modifications are touching the front fascia, if the fascia is loose, or if anything is touching the ACC/FCW sensor. Dealer to report back.

Updated: 02/19/2015 12:07:06 By T5929DH

Left voicemail for Dani - TS advised TSO needs confirmation if any of the customers concerns have been duplicated, TS advised need confirmation if any of the front fascia and tow bar modifications are touching the front fascia, if the fascia is loose, or if anything is touching the ACC/FCW sensor. Dealer to report back.

Updated: 02/23/2015 10:39:50 By T5929DH

TS reached the SA Dani - Dealer advised the front fascia is not loose, and nothing is making contact with the ACC/FCW sensor. 1)engine lost power pushed on the gas pedal the car surge then bog down again - NPF/customers concern could not be duplicated when testing, only normal operation verified. 2)At freeway speeds with adaptive cruise car stopped rapid with nothing in front of vehicle - NPF/customers concern could not be duplicated when testing, only normal operation verified. TS advised if concerns can not be duplicated the vehicle should be released. TS closed the claim.

Updated: 02/23/2015 15:42:06 By T5929DH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG4 | EC2 | Built Date | 06/19/2013 | Mileage | 29,200 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------------|--------------------------|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CH | CRUISE WILL NOT HOLD/SET SPEED | |
| Created | 02/13/2015 00:45:08 | By | T7243KH |
| Updated | 02/21/2015 12:23:33 | By | T7243KH |

CONTACT

| | | | | | |
|--------------------|-------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 26927 | APPLE CHRYSLER, DODGE, JEEP, RAM | Phone | (717) 637-1101 | |
| Address | 200 EISENHOWER DR | | | | |
| City | HANOVER | State | PA | ZIP | 17331 5212 |
| Dealer Zone | 35 | County | YORK | Country | USA |
| Tech | Greg Sultner | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

customer states acc will turn itself off
Updated: 02/13/2015 00:45:08 By T7243KH
Vehicle to be scheduled for service
Updated: 02/17/2015 15:49:51 By T7243KH

RESOLUTION

Greg do a alignment on it and possible is going off for that reason, be sure of no aftermarket grills also but if the alignment does not work the get a module thanks Ken
Updated: 02/13/2015 00:45:08 By T7243KH
Ok Greg car not at shop thanks Ken
Updated: 02/17/2015 15:49:51 By T7243KH
How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job. Ken
Updated: 02/21/2015 08:10:42 By T7243KH
Aligned vehicle acc sensor and customer called back and said that at the spots where it would turn off it works perfect he tried it all week and said it works great
Updated: 02/21/2015 12:23:33 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM0 | EC [REDACTED] | Built Date | 11/22/2013 | Mileage | 2,987 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 02/16/2015 14:14:56 | By | T4756RH |
| Updated | 02/18/2015 12:32:56 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|--------------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 23566 | PAT MCGRATH CHRYSLER JEEP DODGE | Phone | (319) 393-4610 | |
| Address | 4610 CENTER POINT RD N E | | | | |
| City | CEDAR RAPIDS | State | IA | ZIP | 52402 2412 |
| Dealer Zone | 51 | County | LINN | Country | USA |
| Tech | Edward Reed | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

adaptive cruise control not working. forward collision warning comes on. brake light stays on
Updated: 02/16/2015 14:14:56 By T4756RH

RESOLUTION

Edward, Check the sensor mounting parts, if none are broken or loose then the only fix is to tell the customer to stop driving the front of their vehicle into snow banks when they park. Close the case out on your end. Rich H.
Updated: 02/16/2015 14:14:56 By T4756RH
i checked the mounting bracket and sensor. no damage. snapped ball back into socket.
Updated: 02/18/2015 12:32:56 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT8 | EC3 [REDACTED] | Built Date | 10/16/2013 | Mileage | 23,152 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/19/2015 10:45:16 | By | T6214CH |
| Updated | 03/31/2015 15:21:06 | By | T4602R0 |

CONTACT

| | | | | | |
|--------------------|---------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 24169 | BARTON CHRYSLER DODGE JEEP RAM | Phone | (509) 321-7300 | |
| Address | 10701 N NEWPORT HWY | | | | |
| City | SPOKANE | State | WA | ZIP | 99218 1642 |
| Dealer Zone | 70 | County | SPOKANE | Country | USA |
| Tech | COREY ZWARG | | | | |
| STAR | T4602R0 | | | | |

CUSTOMER CONCERN

Pts light,clean sensors turns on while driving
Updated: 02/19/2015 10:45:16 By T6214CH
no dtcs, no modifications, no body damage or deformed bumpers, sensors have been cleaned multiple times, no body work, vehicle is the dealership owners demo,no mods.wiring and connectors all ok
Updated: 02/19/2015 19:33:33 By T6214CH
part is b/o
Updated: 02/26/2015 18:01:02 By T4602R0

RESOLUTION

Morning Corey. any modifications---codes at all active or stored? Have we seen any interference issues, warped bumper cover, dirty/painted sensors or harness connection/corrosion etc---any body/paint work recently? Let me know, Craig
Updated: 02/19/2015 10:45:16 By T6214CH
Ok Corey, I'm suspecting the PA Module. If we have no interference issues, warped bumper cover, dirty/painted sensors or harness connection/corrosion issues, I would recommend PAM replacement and re-test. Let me know, Craig
Updated: 02/19/2015 19:33:33 By T6214CH
Corey, We have not heard from you on this vehicle in a while, how are we doing at this time? If the vehicle is repaired or no longer at the shop please close this case. Thank you
Updated: 02/26/2015 14:16:43 By T4602R0
Thank you for the update Corey, please keep us up to date on when the part is received. Thank you
Updated: 02/26/2015 18:01:02 By T4602R0
Corey, STAR management has requested that all cases in which the vehicle is waiting on parts to be closed at this time, the case may be reopened as soon as the part arrives. Please note the part number of the backordered part in the case closing. Thank you
Updated: 03/31/2015 15:21:06 By T4602R0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM9 | EC [REDACTED] | Built Date | 03/07/2014 | Mileage | 9,341 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CW | CRUISE WILL NOT SET | |
| Created | 02/20/2015 15:08:27 | By | T5002D1 |
| Updated | 02/27/2015 10:47:15 | By | T5002D1 |

CONTACT

| | | | | | | |
|--------------------|--------------------|-----------------------------|--------------|----------------|------------|--|
| Dealer | 68141 | BILLION DODGE-CHRYSLER JEEP | Phone | (406) 582-5555 | | |
| Address | 355 AUTOMOTIVE AVE | | | | | |
| City | BOZEMAN | State | MT | ZIP | 59718 7508 | |
| Dealer Zone | 74 | County | GALLATIN | Country | USA | |
| Tech | Roper Galiger | | | | | |
| STAR | T5002D1 | | | | | |

CUSTOMER CONCERN

message pops up in evic and says "acc unavailable wipe front radar sensor"
Updated: 02/20/2015 15:08:27 By T5002D1

RESOLUTION

Roper, this could be a possible internal issue with the ACC sensor itself. Check the sensor mounting and adjustments, make sure there are no signs of recent collision repairs. Check for suspension issues, vehicle loads. Check for aftermarket accessories including wheels/tires. Make sure all the modules are up to date. Thanks, Doug.

Updated: 02/20/2015 15:08:27 By T5002D1

replaced acc sensor

Updated: 02/27/2015 10:47:15 By T5002D1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG9 | EO [REDACTED] | Built Date | 03/27/2013 | Mileage | 28,363 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/23/2015 14:43:50 | By | T2641FJ |
| Updated | 02/25/2015 15:00:23 | By | T6214CH |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| U0129-00 | Lost Communication With Brake System Control Module- | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|--------------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 68264 | FEENY CHRYSLER JEEP DODGE, INC | Phone | (847) 697-0900 | |
| Address | 1010 EAST CHICAGO STREET | | | | |
| City | ELGIN | State | IL | ZIP | 60120 6823 |
| Dealer Zone | 51 | County | COOK | Country | USA |
| Tech | Bob Losik | | | | |
| STAR | T6214CH | | | | |

CUSTOMER CONCERN

screen goes blue, says almost everytime when ipod is plugged in ,lots of new codes i never had before, looks like the telematics took a dump

Updated: 02/23/2015 14:43:50 By T2641FJ

craig, something wrong with all this, the ffcamera is the one in the windshield, not the one at the bumper so what are you wishing for me to replace? im confused, the one with the ball sockets is in the bumper, n its not called the forward facing camera.

Updated: 02/24/2015 13:58:51 By T6214CH

another issue i noticed is there is a chip in the glass right in front of the ffc on the windsheild, its about the size of a pencil tip fyi let me know what component im suppose to replace i could of sworn it was the ffc when we were on the phone now i see its the sensor on the bumper sorry for confusion...

Updated: 02/24/2015 13:58:51 By T6214CH

ok thank you ill get it ordered.

Updated: 02/24/2015 15:20:36 By T6214CH

RESOLUTION

Call in-- Bob you stated that the radio has a blue screen when in reverse. You stated that you sent a vehicle scan report with loss of communication with the radio. You also stated that you have a message in the cluster saying "FCC ACC Disabled, Please Wipe The Radar". I can not open the scan report at the time. Please allow for 24 hours for me to get the report, if you don't get a response by then, please call me or drop me a line. Thanks, Feras

Updated: 02/23/2015 14:43:50 By T2641FJ

Bob called seeking assistance. Ok Bob, as we discussed, recommend replacing the ADAPTIVE CRUISE CONTROL Sensor/Module assembly, including the three plastic ball socket clips and the sensor mounting bracket. Calibrate (Standard Procedure) and re-test. Let me know, Craig

Updated: 02/23/2015 16:49:27 By T6214CH

Hey Bob, just tried to call you. To clarify, the ACC Module had C14A5-00 Sensor Blinded stored in it. Since we don't have an alignment, bracket, or dirty dome on the sensor/module itself, that's why I suggested replacing the ACC Module (Radar Sensor). As far as the FFCM, the windshield will need replaced if it has a chip in the direct sight line of the camera. We won't be able to accurately test it otherwise. Let me know, Craig

Updated: 02/24/2015 13:58:51 By T6214CH

Ok Bob, let me know, Craig

Updated: 02/24/2015 15:20:36 By T6214CH

Technician requested closure --- x

Updated: 02/25/2015 15:00:23 By T6214CH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG2 | EC1 | Built Date | 03/05/2013 | Mileage | 21,292 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 02/23/2015 15:18:41 | By | T2699JC |
| Updated | 04/30/2015 14:16:49 | By | T4602R0 |

CONTACT

| | | | | | | |
|--------------------|----------------------|---------------------------------|--------------|----------------|------------|--|
| Dealer | 44812 | SMITH HAVEN CHRYSLER JEEP DODGE | Phone | (631) 863-2000 | | |
| Address | 794 JERICHO TURNPIKE | | | | | |
| City | ST JAMES | State | NY | ZIP | 11780 3225 | |
| Dealer Zone | 32 | County | SUFFOLK | Country | USA | |
| Tech | Frank Mulgrew | | | | | |
| STAR | T4602R0 | | | | | |

CUSTOMER CONCERN

[TechCONNECT Reference Ticket #817183]c/s adaptive cruise control wont bring vehicle to stop
Updated: 02/23/2015 15:18:41 By T2699JC

RESOLUTION

Frank stated this has been a long standing /ongoing customer concern. He would like the case escalated for further assistance. There are no codes-ACC system passes calibration-he said he has compared operation to a like vehicle and it does come to a complete stop. He replaced the ACC sensor-ACC system will slow the vehicle until 5 mph-then states acc disabled due to vehicle speed and does not stop the vehicle completely. the owners manual states: "Will bring the vehicle to a complete stop while following a target vehicle and hold the vehicle for 2 seconds in the stop position. If the target vehicle does not start moving within two seconds the ACC system will display a message that the system will release the brakes and that the brakes must be applied manually. An audible chime will sound when the brakes are released." Advised will escalate case for further review-thanks Jeff C

Updated: 02/23/2015 15:18:41 By T2699JC

Spoke with frank in regards to concern. He stated in owners manual states vehicle should come to a complete stop. Vehicle has returned third time for the same concern. He has replaced ACC sensor and there are no DTC's in any modules. He has test driven like vehicles and vehicles come to a complete stop. Advised him to review Star case # S1308000274 and informed him I am escalating this case to higher level and he will be contacted by a member in our field organization for further assistance with this repair. Thanks, Jay

Updated: 02/24/2015 16:07:08 By T1072J1

Have request into engineering for additional assistance.

Updated: 02/25/2015 10:48:03 By T2346DM

After discussion with engineering, found that this is an early built vehicle that has Enhanced Adaptive Cruise Control (EACC). It does not have ACC+Stop which later built vehicles had instead of the EACC. ACC+Stop is supposed to bring the vehicle to a stop and hold for 2 seconds before releasing brake. EACC will NOT bring veh to a stop. It will slow vehicle to around 15 mph before disabling ACC. This vehicle is operating as designed. The owners manual and service

information reflect ACC+Stop functionality but do not cover EACC operation. Engineering will put the wheels in motion to make changes to both owners and service manual info.

Updated: 02/25/2015 14:58:23 By T2346DM

Frank, Due to the explanation of this vehicle functioning as designed the case is being closed at this time. Please contact STAR if any further assistance is needed at this time. Thank you

Updated: 04/30/2015 14:16:49 By T4602R0

Field Report

VEHICLE

| | | | | | | |
|---------------------|------------------------|--------------------------------|---------------|--|-------|--|
| Model Year | 2015 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG1 F [REDACTED] | Built Date | 10/09/2014 | Mileage | 1,209 | |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PEP | DEEP AUBURN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 02/23/2015 18:37:23 | By | T1990NP |
| Updated | 03/10/2015 16:21:22 | By | T1990NP |

CONTACT

| | | | | | |
|--------------------|--------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 43870 | JENSEN'S LE MARS CHRYSLER DODGE | Phone | (712) 546-8833 | |
| Address | 1258 LINCOLN ST SW | | | | |
| City | LE MARS | State | IA | ZIP | 51031 1801 |
| Dealer Zone | 74 | County | PLYMOUTH | Country | USA |
| Tech | Jeff Brunssen | | | | |
| STAR | T1990NP | | | | |

CUSTOMER CONCERN

when using adaptive cruise it has a message comes up on cluster that says to wipe off lense.
Updated: 02/23/2015 18:37:23 By T1990NP

RESOLUTION

Jeff, this most often occurs at times of poor visibility, such as in snow or heavy rain. The ACC system may also become temporarily blinded due to obstructions, such as mud, dirt or ice. In these cases, the DID will display "ACC/FCW Unavailable Wipe Front Radar Sensor" and the system will deactivate. The "ACC/FCW Unavailable Wipe Front Radar Sensor" message can sometimes be displayed while driving in highly reflective areas (i.e. tunnels with reflective tiles, or ice and snow). The ACC system will recover after the vehicle has left these areas. Under rare conditions, when the radar is not tracking any vehicles or objects in its path this warning may temporarily occur. If neither of these apply, perform both (H & V) calibrations next. Thank you, Neil

Updated: 02/23/2015 18:37:23 By T1990NP

Jeff, is this vehicle still at shop? If so, do you need more assistance? If not, please close the case on your end, w/repair details. Otherwise, if parts are ordered/backordered, please re-submit with P/N(s). If you are waiting for vehicle to return, please close ticket. Chrysler wants all tickets on vehicles that are not at shop, or tickets that are more than 5 days old closed(unless you are waiting for parts). You can always open a new ticket if you need more assistance if/when vehicle returns. Thank you, Neil

Updated: 02/27/2015 16:02:33 By T1990NP

Jeff, I am closing case due to no response/vehicle return in over a week. Thanks, Neil non-value add closure

Updated: 03/04/2015 13:49:24 By T1990NP

Jeff, I am closing case due to no response/vehicle return in over a week. Thanks, Neil non-value add closure

Updated: 03/10/2015 16:21:22 By T1990NP

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG4 | EC2 | Built Date | 06/11/2013 | Mileage | 23,100 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/25/2015 12:33:34 | By | T1817KS |
| Updated | 03/10/2015 13:57:15 | By | T1817KS |

CONTACT

| | | | | | |
|--------------------|------------------------|-----------------------------------|--------|----------------|----------------|
| Dealer | 23333 | DAVE DENNIS CHRYSLER, JEEP, DODGE | | Phone | (937) 429-5566 |
| Address | 4232 COLONEL GLENN HWY | | | | |
| City | DAYTON | State | OH | ZIP | 45431 1604 |
| Dealer Zone | 42 | County | GREENE | Country | USA |
| Tech | Walter Lawson | | | | |
| STAR | T1817KS | | | | |

CUSTOMER CONCERN

ACC/FCW UNAVAILABLE WIPE FRONT RADAR SENSOR- MESSAGE COMES ON FOR ABOUT 5 SECONDS THEN TURN THE SYSTEM OFF FOR 5-10 MINUTES, THEN THE SYSTEM TURNS ITS SELF BACK ON. THIS HAPPENS WHILE DRIVING ON THE HIGHWAY WHILE DRIVING UNDER IDEAL CONDITIONS WITH NO OTHER VEHICLES AROUND WITH THE CRUISE CONTROL SET BETWEEN 55-70 MPH. THIS HAPPENS VERY SPURATTICALLY. THE CUSTOMER ALSO STATES THE ALARM SOUNDS AND THE MESSAGE COMES ON ALERTING DRIVER TO BRAKE BUT ONLY COMES ON FOR A FEW SECONDS THEN GOES OFF, THIS HAPPENS WHEN USING THE CRUISE CONTROL WHEN DRIVING 55-70 MPH WITH NO OTHER VEHICLE NEARBY.

Updated: 02/25/2015 12:33:34 By T1817KS

RESOLUTION

Hi Walter, the only times I have seen this and related cases show a battery disconnect and capacitor discharge to have repaired this. A duplication would be best so you can see it before and after to be sure it is fixed. Also see TT9002458 for some diagnostic information. Let me know if there are any questions. If you order a part please update the ticket with the part number. If you come to a resolution remember to close the ticket with the details. Thanks, Ken

Updated: 02/25/2015 12:33:34 By T1817KS

CAIR updated 3/5 stating that the customer was contacted to bring vehicle back in for module reset. Reassigning back to agent for review.

Updated: 03/06/2015 16:18:54 By T1625HG

I called Service and spoke with Walt. The customer is waiting to come back at his next scheduled oil change to have the recommended repairs performed. The ticket will be closed with the vehicle not at the dealer. Please open a new ticket if assistance is needed in the future. Thanks, Ken

Updated: 03/09/2015 16:27:49 By T1817KS

Technician requested ticket be closed. CUSTOMER HAS NOT RETURNED

Updated: 03/10/2015 13:57:15 By T1817KS

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG5 | EO | Built Date | 04/17/2013 | Mileage | 11,990 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/25/2015 17:03:43 | By | T8422RW |
| Updated | 05/05/2015 11:44:51 | By | T6294E0 |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|---|---------|---------------------|
| C1562-98 | Ride Height Air Pump Control-Component or System Over Temperature | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|------------------|---------------------------|--------------|----------------|------------|
| Dealer | 60189 | WYSUP CHRYSLER JEEP DODGE | Phone | (509) 334-4525 | |
| Address | 1115 S GRAND AVE | | | | |
| City | PULLMAN | State | WA | ZIP | 99163 2103 |
| Dealer Zone | 70 | County | WHITMAN | Country | USA |
| Tech | John Cooney | | | | |
| STAR | T6294E0 | | | | |

CUSTOMER CONCERN

fcw warning,auto dim headlights dim and don't go back highbeam. idling in park veh raises then lowers by its self

Updated: 02/25/2015 17:03:43 By T8422RW

drove veh,rechecked codes c14a5-00 returned stored in ffc. c1562-98 returned stored in asc. no evic messages were seen. sent config report

Updated: 02/26/2015 10:18:40 By T8422RW

the system is enabled and I got no messages telling me the system was disabled due to a dtc

Updated: 02/26/2015 13:22:57 By T8422RW

got some additional info,the customer also had all the dash warning lights come during a rain storm. when the veh was checked the orc module was not communicating. the module was replaced and the bus was working.when the cust took the veh it happened again. it was raining that day also. are there any water intrusion areas I need to check?

Updated: 02/26/2015 13:22:57 By T8422RW

test drove yesterday,no ffc codes or asc codes. I did get c14a5-00 in the acc module with a warning in the evic.code was stored. took a look at the wiring diagram,checked star conn ip c10,star conn dash c9,pdc c6 pin 32 and pin 36,inline front end module headlamp dash conn,inline frontend module headlamp dash 2 and the ground splices in that harness. no problems found. the only thing I can up with is the acc module is my problem

Updated: 02/27/2015 14:44:19 By T8422RW

That's the plan at this point, unless you have any other area I need to look at. I have the fascia off and I have checked the harness connectors for pin push outs, corrosion or harness rub through from the ACC module to the star connectors.

Updated: 02/27/2015 16:41:31 By T8422RW

thanks for your help on this bob, ill update you with the results

Updated: 02/27/2015 16:48:16 By T8422RW

sorry about that bob, I found a low spot in the windshield right over the ffc that the wipers would not clean when it rains causing the sensor blinded code. the acc module took care of fcw codes. I am still getting system overtemp in asc module, after checking the wiring I ordered a replacement compressor. waiting for parts to arrive now. will update after the parts are installed. thanks for your help on this

Updated: 03/16/2015 13:11:42 By T4602R0

hey bob, the air suspension is working good with no codes since the compressor replacement. am still getting a stored c14a5-00 in the ffc and intermittent auto high beam operation. I am having trouble understanding the flow of information on this circuit, what module dims or brightens the lights based on the info from the ambient light sensor and ffc. service info indicates the bcm and ccn but I cant figure out to isolate and test these circuits. thanks john

Updated: 03/20/2015 13:41:35 By T6214CH

I am still getting c14a5-00 in the ffc. the camera and the windshield have both been replaced and I have visually inspected the wiring harness from the camera to the ip connector and the star connector at the left hand ip for connector pin push outs no problems were found. I am having trouble understanding what module or circuit processes the info from ffc and dims or brightens the lights and how to test that circuit or what data I need to be looking at. thanks john

Updated: 03/24/2015 13:39:42 By T6214CH

sent scan and config report 3/24/15 4:09 pm pst

Updated: 03/25/2015 14:33:26 By T2308TB

RESOLUTION

John called has a issue with the auto high beam system customer turns on high beams expecting them to dim. Advised John when system is enabled headlight will switch to high in very dark surrounding and then go back to dim when light is approached . Advised John is codes c14a5 persists send star a configuration report, Bob W

Updated: 02/25/2015 17:03:43 By T8422RW

John when you say no messages do you mean when the system is enabled, Bob W

Updated: 02/26/2015 10:18:40 By T8422RW

Called john advised to send Star a scan report and a configuration report so the can be reviewd and atatched to the ticket. Bob W

Updated: 02/26/2015 13:22:57 By T8422RW

John are you going to be replacing the ACC module. Bob W

Updated: 02/27/2015 14:44:19 By T8422RW

John You have my vote. Bob W

Updated: 02/27/2015 16:41:31 By T8422RW

Ok enjoy your week end. Bob W

Updated: 02/27/2015 16:48:16 By T8422RW

John, We have not received any updates on this case in a few days, How are we doing with the repairs at this time? Did the replacement of the ACC module resolve the concern?

Updated: 03/04/2015 17:29:48 By T4602R0

John, Sorry for not responding in a few days as I was out all last week, I will reassign your case for further assistance. please let us know when you have the parts installed.

Updated: 03/16/2015 13:11:42 By T4602R0

Hey John, my name is Craig, and I'll be taking this over for Bob. Please update me where we're at with this. The ASC system is good and you found the reason for the FFC Module C14a5-00 sensor blinded code? Let me know, Craig

Updated: 03/20/2015 13:41:35 By T6214CH

Ok John, due to the length of time open, I'm going to escalate this case to the next level of support. Please do not respond to this as that will take the case out of the que. Thanks, Craig

Updated: 03/24/2015 13:39:42 By T6214CH

STAR MC. John at this time we will need current Scan Report and Configuration report. Let me know you sent. TimB.

Updated: 03/24/2015 15:48:58 By T2308TB

STAR MC Current code is C14A5-00-SENSOR BLINDED Called dealer for tech to perform 08 - Electrical/8E - Electronic Control Modules/MODULE, Forward Facing Camera/Module Programming Forward Facing Camera - Calibration Procedure Called dealer tech reports he performed the calibration on the road and calibration passes completed. The Code C14A5-00 will set and store tech has not seen as active code. Will research and reply. TimB.

Updated: 03/25/2015 14:33:26 By T2308TB

STAR contacted the dealer for an update on the case, Jay the S/A noted that they are currently waiting on further direction from Tim. Advised I will reassign the case for assistance.

Updated: 04/01/2015 15:32:33 By T4602R0

STAR followed up on the case, S/A noted that there has still not been contact from STAR for further direction. Reassigning case to T2308TB for assistance.

Updated: 04/13/2015 13:52:33 By T4602R0

STAR MC Called dealer. Code setting is C14A5-00-SENSOR BLINDED causes Module detects that the camera system view is blocked or obstructed. Has replaced windshield with Mopar windshield. Replaced camera and FFC both cameras.

Updated: 04/28/2015 16:11:35 By T2308TB

STAR MC John I need you to send a current scan report to us for review of the code. Hopefully the code is still active. Let me know you sent. TimB.

Updated: 04/29/2015 12:58:28 By T2308TB

05/01/15: Advised that vehicle has entered into mediation. Customer in process of a replacement vehicle. No further TA action available at this time.

Updated: 05/04/2015 18:31:21 By T7218RD

insufficient information on ffc circuit. Unable to repair vehicle

Updated: 05/05/2015 11:44:51 By T6294E0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|----|
| Model Year | 2015 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT9 | FC7 [REDACTED] | Built Date | 01/20/2015 | Mileage | 10 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | | | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 02/26/2015 16:30:41 | By | T5002D1 |
| Updated | 05/04/2015 12:33:09 | By | T6294E0 |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| U0401 | Implausible Data Received From ECM/PCM | T3076SB | 04/14/2013 01:25:00 |
| U0418 | Implausible Data Received From Brake System Control Module | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-----------------|------------------------|--------------|----------------|------------|
| Dealer | 60420 | COLORADO CHRYSLER JEEP | Phone | (303) 341-4050 | |
| Address | 350 S HAVANA ST | | | | |
| City | AURORA | State | CO | ZIP | 80012 2001 |
| Dealer Zone | 74 | County | ARAPAHOE | Country | USA |
| Tech | Paul Pike | | | | |
| STAR | T6294E0 | | | | |

CUSTOMER CONCERN

Cruise conrol inop

Updated: 02/26/2015 16:30:41 By T5002D1

Submitted scan report, thanks

Updated: 02/27/2015 15:08:29 By T5002D1

Doug, I test drove 20 miles & can't get U0418 fault to return. U0401 still comes on everytime that the cruise on button is pushed. Thanks

Updated: 02/27/2015 16:50:42 By T5002D1

Replaced ACC module, test drove & learned sensor for adaptive cruise, relearn passed. As soon as I pushed cruise button after relearn passed, set same fault as before, no change. Thanks, Paul

Updated: 03/09/2015 12:00:45 By T5002D1

Vehicle is not in shipping mode. No faults in ABS or BCM as previously stated. U0418 code has not returned, so doing the test is not an option as it has to be active to follow flow chart. No problem found with BCM or ABS connectors or pins. Thanks, Paul

Updated: 03/26/2015 14:19:52 By T1072J1

Replaced & programmed PCM, no change. Thanks, Paul

Updated: 03/30/2015 12:02:38 By T1072J1

ABS modules have same part # tags. New part has older build date than module on car. Do you want me to continue replacing ? Thanks, Paul

Updated: 04/08/2015 15:34:34 By T6962RC

68109355AF is what we installed. Had parts guy recheck & found that they had ordered wrong part. That being said, there was a service tip in parts catalog that says not to replace ACC sensor for ACC/FCW unavailable service required message which is the message we have had from day 1. I was not shown this previously. I have the correct part number ordered, but suspect we will still have an issue as the tech tip says this will not fix for this concern. I don't know what the original sensor part # was as the part has already been called back to Chrysler. I will let you know what happens after installing correct ACC snsor.

Updated: 04/09/2015 11:25:37 By T6962RC

RESOLUTION

I called Paul to review this concern. Paul stated that he checked every module on the vehicle and has no codes other than U0401 in the ACCM and U0418 in the FFCM. Paul states that he tried a capacitive discharge to no avail. Paul states that the code U0401 sets as soon as he presses the cruise on/off button (vehicle not moving) and the U0418 sets as soon as he drives the vehicle.

Updated: 02/26/2015 16:30:41 By T5002D1

Paul, I reviewed this concern with the master consultant and we are going to need the scan report from this vehicle when the codes are set. Please send it in and resubmit to me when you do. Thanks, Doug.

Updated: 02/26/2015 17:20:45 By T5002D1

I called Paul and asked him to send a scan report of both codes when they set. DougM.

Updated: 02/27/2015 15:08:29 By T5002D1

I called Paul after reviewing the Starscan and advised Paul to replace the ACCM. Paul agreed to do this and report the results. DougM.

Updated: 02/27/2015 16:50:42 By T5002D1

I called Paul as a follow up and he stated that he has the new ACCM and is waiting for the customer to return for the repair. DougM.

Updated: 03/04/2015 10:49:54 By T5002D1

Paul, I am going to escalate this ticket due to no progress. Please do not resubmit unless you find the answer or have not heard from us for a 2-3 business days. Thanks, Doug.

Updated: 03/09/2015 12:00:45 By T5002D1

Paul, I tried to get hold of you on your cell and at work. SA Robert told me you were out on the road test. Paul, please follow diagnosis and testing for DTC U0418 MODULE, Forward Facing Camera (FFCM). Check and make sure we have no DTC's set in the ABS or BCM modules. Check for lose, spread, bent or backed out pins in the ABS and BCM related connectors. Take vehicle out of shipping mode. Jay

Updated: 03/10/2015 15:53:39 By T1072J1

Paul ,can we have a current status up-date on this vehicle....are You still in need of additional assistance with this repair? Please update or close this case if repairs are complete....reassigning Case to agent for follow up.....dtc.....U0418 Implausible Data Received From Brake System Control Module U0401 Implausible Data Received From ECM/PCM

Updated: 03/17/2015 08:34:07 By T9274JC

Called dealer and spoke with Paul in regards to concern. Spoke with SA Robert in service. He was unable to find Paul. Paul may have been on lunch or out on a road test. Paul, replace PCM and retest. Jay

Updated: 03/26/2015 14:19:52 By T1072J1

Called dealer and spoke with Trisha in service. She stated Paul is working on a waiter and he is unable to take a call. Paul, due to time and no forward progress I am escalating your case to higher level and you will be contacted by a member in our field organization for further assistance with this repair. Thanks, Jay

Updated: 03/30/2015 12:02:38 By T1072J1

Unable to reach a live person in the service department after several attempts including 3 calls to tech's cell. Advise tech to resubmit ticket when he will be available to discuss vehicle.

Updated: 03/30/2015 17:47:14 By T2346DM

TA narrative, stopped by dealer this PM at request of SMGr. Couldn't find anything wrong but possible the wrong ABS module according to PNs. Scan report has been uploaded. Waiting for confirmation of ABS mod PN. Tech will try 68225501AG from parts WED am and update case.

Updated: 04/07/2015 18:38:39 By T6962RC

TA narrative, sit tight, we have a conference call at 2 to discuss this with the integration engineer.

Updated: 04/08/2015 15:34:34 By T6962RC

TA narrative, 68259548AA is the correct Adaptive Cruise Module

Updated: 04/08/2015 16:40:45 By T6962RC

TA narrative. I assume you will have to initialize/program the cruise ?? and be sure the ABS is initialized as well. Then let me know where we stand ASAP.

Updated: 04/09/2015 11:25:37 By T6962RC

TA narrative, we should probably grab a fresh scan report and config report. Please e-mail to rsc1@chrysler.com, thx, B

Updated: 04/09/2015 11:29:03 By T6962RC

Installing the correct ACC sensor (were 2 different options)

Updated: 05/04/2015 12:33:09 By T6294E0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM1 | EC [REDACTED] | Built Date | 01/31/2014 | Mileage | 7,263 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 03/02/2015 10:47:30 | By | T5002D1 |
| Updated | 03/12/2015 10:46:44 | By | T8448RT |

CONTACT

| | | | | | |
|--------------------|------------|---------------------------|--------------|----------------|------------|
| Dealer | 23732 | LITTLE JESS MOTOR COMPANY | Phone | (217) 223-5950 | |
| Address | 3421 MAINE | | | | |
| City | QUINCY | State | IL | ZIP | 62301 4440 |
| Dealer Zone | 51 | County | ADAMS | Country | USA |
| Tech | Jim VEITH | | | | |
| STAR | T8448RT | | | | |

CUSTOMER CONCERN

adaptive cruise shuts of and ACC/FCW unavailable clean radar sensor message is displayed
Updated: 03/02/2015 10:47:30 By T5002D1

RESOLUTION

Jim, if you have not yet, try an alignment procedure and check the module powers, grounds, data lines and terminals. If the concern returns after an alignment and no other issues are found, replace the module and reevaluate the concern. Thanks, Doug.

Updated: 03/02/2015 10:47:30 By T5002D1

Please resubmit if more assistance is needed. Otherwise, close the ticket with the repair information. Thanks, Doug.

Updated: 03/06/2015 09:21:34 By T5002D1

Please resubmit if more assistance is needed. Otherwise, close the ticket with the repair information. Thanks, Doug.

Updated: 03/12/2015 08:53:32 By T5002D1

Called dealer for update, SA Leland states vehicle not at dealer, dealer has next step, closing with instruction to contact STAR if needed at a later time.

Updated: 03/12/2015 10:46:44 By T8448RT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX | EC2 [REDACTED] | Built Date | 09/07/2013 | Mileage | 30,844 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 03/10/2015 18:34:00 | By | T3083CK |
| Updated | 03/27/2015 13:16:07 | By | T3083CK |

CONTACT

| | | | | | |
|--------------------|----------------|-------------------------------|--------------|----------------|------------|
| Dealer | 45244 | HALL CHRYSLER, JEEP, DODGE OF | Phone | (810) 714-3300 | |
| Address | 15123 NORTH RD | | | | |
| City | FENTON | State | MI | ZIP | 48430 1385 |
| Dealer Zone | 42 | County | GENESEE | Country | USA |
| Tech | Michael Waltz | | | | |
| STAR | T3083CK | | | | |

CUSTOMER CONCERN

message keeps popping up, ACCSEW UNAVAILABLE- CLEAN SENSOR. Customer wipes sensor and sensor will not turn back on, also flashing brake message

Updated: 03/10/2015 18:34:00 By T3083CK

The message comes up as one not two different. checked alignment, ok. waiting for customer to return to try and figure something out. someone at another dealer told him his camera was bad so now he has that in his mind and no matter what we say its wrong. checked on a camera but none available. lens is clear when message comes up, camera is mounted tight. no codes

Updated: 03/27/2015 13:16:07 By T3083CK

RESOLUTION

Michael, check the basics on the brake system, brake fluid level, e-brake on ect. As for the ACC, is there any evidence of collision damage? Is the sensor straight and square? (Check on a front end alignment rack. If no trouble found then substitute a known good front sensor, then perform the alignment procedure I am sending a PowerPoint to waltzs39@yahoo.com. Thanks, Chester.

Updated: 03/10/2015 18:34:00 By T3083CK

ryhu.

Updated: 03/24/2015 17:58:03 By T3083CK

Additional information required. Michael, I am re-opening this ticket. Were you able to verify the concern on either of the two concerns listed? Thanks, Chester.

Updated: 03/24/2015 17:58:16 By T3083CK

Michael, thanks for the update, please keep us posted. Chester.

Updated: 03/27/2015 13:16:07 By T3083CK

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM3 | EC [REDACTED] | Built Date | 0 /25/2014 | Mileage | 1 ,404 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | BB1 | BATTERY GOES DEAD | |
| Created | 03/11/2015 16:07:05 | By | T1619DW |
| Updated | 03/18/2015 10:40:17 | By | T1619DW |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------|---------------------|
| B1783 | STOP LAMP CONTROL - GENERAL ELECTRICAL FAILURE | T1870AT | 04/14/2013 01:25:46 |

CONTACT

| | | | | | |
|--------------------|-----------------|------------------|--------------|----------------|------------|
| Dealer | 26714 | PREMIER CAPE COD | Phone | (508) 815-5000 | |
| Address | 460 YARMOUTH RD | | | | |
| City | HYANNIS | State | MA | ZIP | 02601 2045 |
| Dealer Zone | 32 | County | BARNSTABLE | Country | USA |
| Tech | Jeffrey Swift | | | | |
| STAR | T1619DW | | | | |

PART INFORMATION

| | | | |
|--------------------|----------|------------------|---|
| Part Number | 00000BCM | Part Qty. | 1 |
|--------------------|----------|------------------|---|

CUSTOMER CONCERN

brake lights come on on there own and flicker
Updated: 03/11/2015 16:07:05 By T1619DW

RESOLUTION

I called the dealership direct line listed and spoke with Jeffrey, we spoke about the water leaking down onto the BCM from the sunroof drain tube due to a cut in the tube. A new drain tube and BCM have been ordered and are due within about 1 week. Jeffrey, thank you for taking the time to explain the condition of this concern with me. Please keep me posted on this car. - Dean

Updated: 03/11/2015 16:07:05 By T1619DW

replaced passenger side sunroof drain tube and BCM

Updated: 03/18/2015 10:40:17 By T1619DW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG9 | EO | Built Date | 08/26/2013 | Mileage | 14,984 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 03/11/2015 16:23:22 | By | T4756RH |
| Updated | 03/11/2015 17:27:49 | By | T4756RH |

CONTACT

| | | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|--|
| Dealer | 24165 | AUTONATION CHRYSLER DODGE JEEP | Phone | (206) 365-3530 | | |
| Address | 13733 AURORA AVE N | | | | | |
| City | SEATTLE | State | WA | ZIP | 98133 6912 | |
| Dealer Zone | 70 | County | KING | Country | USA | |
| Tech | Tom Ferguson | | | | | |
| STAR | T4756RH | | | | | |

CUSTOMER CONCERN

CUSTOMER STATES AT TIMES WHE IUYSING THE ADPATIVE CRUISE FEATURE IT WILL APPLY THE BRAKES AS IF SOMETHING HAS BEEN DETECTED IN FRONT OF THE VEHICLE BUT THE ROAD COULD BE WIDE OPEN. ALSO, CUSTOMER STATES RANDOMALY THIS SYSTEM WILL RANDOMLY SHUT OFF WHILE IN USE.

Updated: 03/11/2015 16:23:22 By T4756RH

RESOLUTION

Tom, Please duplicate the customers concern before any repair attempts are made. With no codes or duplication there is not much that can be done at this point.

Updated: 03/11/2015 16:23:22 By T4756RH

CUSTOMER DECLINED REPAIRS AFTER INFORMING US THAT THE SENSOR HAD BEEN KNOCKED OUT OF ALIGNMENT FROM AN ACCIDENT AND THEY HAD RE-INSTALLED THE SENSOR. WHEN ADVISED OF OUT OF POCKET COST TO REPAIR THE SYSTEM THEY DECLINED THE REPAIRS.

Updated: 03/11/2015 17:27:49 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|-----|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBTX | EC4 [REDACTED] | Built Date | 03/14/2014 | Mileage | 875 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | B | INOPERATIVE | |
| Created | 03/18/2015 16:30:31 | By | T3083CK |
| Updated | 03/25/2015 16:35:19 | By | T9274JC |

CONTACT

| | | | | | |
|--------------------|-------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 59123 | SCHRAM CHRYSLER DODGE JEEP INC | Phone | (785) 537-0357 | |
| Address | 3100 ANDERSON AVE | | | | |
| City | MANHATTAN | State | KS | ZIP | 66503 2810 |
| Dealer Zone | 74 | County | RILEY | Country | USA |
| Tech | Kris Kientz | | | | |
| STAR | T9274JC | | | | |

CUSTOMER CONCERN

Customer stated that the lens had fallen off of the Adaptive cruise control module and they had reinstalled it. I had code C14A5-00 sensor blinded. Code was in the ACC module. Realigned and reprogrammed module but every time I would use the adaptive cruise control the adaptive cruise control would shut off and message on cluster would display "ACC/FCW unavailable service required". I have a feeling that there may be damage to the Adaptive cruise control module. Any thoughts on were to go from here. Thanks.

Updated: 03/18/2015 16:30:31 By T3083CK

Bracket looks good. We will get one on order. Thanks.

Updated: 03/19/2015 12:48:26 By T3083CK

Part here customer to bring in 3/30/15

Updated: 03/25/2015 16:35:19 By T9274JC

RESOLUTION

Kris, I would recommend replacing the ACC camera/sensor. Make sure there are no signs of damage to the mounting bracket, should be good a square. Perform the ACC learn procedure that I have just sent to your email KRISKIENTZ@YAHOO.COM Thanks, Chester.

Updated: 03/18/2015 16:30:31 By T3083CK

Kris, thanks for the update, please keep us updated. Chester.

Updated: 03/19/2015 12:48:26 By T3083CK

vehicle not at dealer...customer will be returning on 3-30-15 for installation of the Adaptive cruise control module....dealer has part in stock at this time.....if any additional assistance is needed after installation please call in or start new ticket...thank you.....Chrysler star

Updated: 03/25/2015 16:35:19 By T9274JC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG7 | EO [REDACTED] | Built Date | 03/30/2014 | Mileage | 1,965 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 03/23/2015 14:29:36 | By | T6104LN |
| Updated | 03/30/2015 13:45:06 | By | T7363PW |

CONTACT

| | | | | | |
|--------------------|--------------|---------------------------|--------------|----------------|------------|
| Dealer | 24221 | POLLARD FRIENDLY MOTOR CO | Phone | (303) 447-8187 | |
| Address | 2360 30TH ST | | | | |
| City | BOULDER | State | CO | ZIP | 80301 1104 |
| Dealer Zone | 74 | County | BOULDER | Country | USA |
| Tech | JOE DRYER | | | | |
| STAR | T7363PW | | | | |

CUSTOMER CONCERN

the brake warning light comes on with nothing in front of the vehicle.
Updated: 03/23/2015 14:29:36 By T6104LN

checked the alignment its all good. The adp. cruise works very good but the warning to stop is still inop.
Updated: 03/25/2015 11:05:14 By T6104LN

performed a reconfigure. over night battery disconnect. calibrated the eye ball and the forward facing radar. still no collision warning. No faults in system.the this is not a customer programmable feature.
Updated: 03/26/2015 15:23:43 By T6104LN

yes we have looked at that case and no the warning light is not flashing.
Updated: 03/26/2015 16:53:53 By T6104LN

sent you the scan and configure report.
Updated: 03/27/2015 10:29:23 By T6104LN

Test drove a like jeep could not get it to work in the same driving conditions.Im going to call it fixed. I dont want to die yet.Thanks.
Updated: 03/27/2015 14:29:04 By T7363PW

RESOLUTION

Hi Joe, all you can do here is make sure the components are clean and aligned. If ok, then ask the Owner how many times has this happened and when it did happen, what were the exact details as to what they were doing when it happened. Thanks, Larry n
Updated: 03/23/2015 14:29:36 By T6104LN

Only two things to do: make sure that this is not a customer programmable feature. I didn't see that but check just to make sure. Next would be a real battery capacitive discharge and a reconfigure. Regards, Larry
Updated: 03/25/2015 11:05:14 By T6104LN

Hi Joe, Have you looked at starcase S1308000274. Since there are no DTCs, is the collision warning light flashing?

Updated: 03/26/2015 15:23:43 By T6104LN

Hi Joe, Please run a scan and configure report and send them in. I am going to escalate this case for review. You should be contacted in 1-2 business days. Regards, Larry

Updated: 03/26/2015 16:53:53 By T6104LN

Thank you for the update Joe. I now will escalate this for review. You will be contacted in 1-2 business days. regards, Larry

Updated: 03/27/2015 10:29:23 By T6104LN

Called Joe. Informed him the system is temperamental and does not work in every condition. He plans to compare this vehicles operation to another vehicles. -Patrick

Updated: 03/27/2015 12:27:40 By T7363PW

Yea, we don't really advise testing these systems out. I would agree it is operating normally. Please close out the case for us. -Patrick

Updated: 03/27/2015 14:29:04 By T7363PW

&

Updated: 03/30/2015 13:45:06 By T7363PW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX | EC [REDACTED] | Built Date | 05/16/2013 | Mileage | 24,095 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|---------------|
| Case Ref | [REDACTED] | Component Group | 08 ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 03/24/2015 10:12:46 | By | T3083CK |
| Updated | 03/24/2015 18:00:02 | By | T3083CK |

CONTACT

| | | | | | |
|--------------------|----------------|-----------------------------------|--------------|----------------|------------|
| Dealer | 60570 | COLE AND BURD CHRYSLER DODGE JEEP | Phone | (570) 662-7000 | |
| Address | 2303 S MAIN ST | | | | |
| City | MANSFIELD | State | PA | ZIP | 16933 9311 |
| Dealer Zone | 35 | County | TIOGA | Country | USA |
| Tech | Keith Pickup | | | | |
| STAR | T3083CK | | | | |

CUSTOMER CONCERN

adaptive cruise will apply brakes with no car in front of it
Updated: 03/24/2015 10:12:46 By T3083CK

RESOLUTION

Keith called STAR. I suggested that the technician perform a capacitive discharge on the vehicle then a vehicle configuration and the adaptive cruise calibration. Then re-evaluate the vehicle. Thanks, Chester.
Updated: 03/24/2015 10:12:46 By T3083CK
cannot duplicate. Thanks for the update, please feel free to open another ticket if the vehicle returns. Thanks, Chester.
Updated: 03/24/2015 18:00:02 By T3083CK

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG3 | EO [REDACTED] | Built Date | 04/26/2013 | Mileage | 26,102 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | OZ | INACCURATE | |
| Created | 03/24/2015 16:13:10 | By | T1885SH |
| Updated | 03/24/2015 16:33:24 | By | T1885SH |

CONTACT

| | | | | | |
|--------------------|-------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 52979 | HUNTER DODGE CHRYSLER JEEP RAM | Phone | (661) 948-8411 | |
| Address | 1130 AUTO MALL DR | | | | |
| City | LANCASTER | State | CA | ZIP | 93534 6302 |
| Dealer Zone | 71 | County | LOS ANGELES | Country | USA |
| Tech | Brian Helble | | | | |
| STAR | T1885SH | | | | |

CUSTOMER CONCERN

[REDACTED] HUNTER DODGE CHRYSLER JEEP RAM, Jim/SA cell 661-302-8746 - cruise control not working, technician requesting TS assistance before calibrating. Flashlight missing from kit (has one in stock)
Updated: 03/24/2015 16:13:10 By T1885SH

RESOLUTION

Contacted the dealer and spoke to SA Jim. He advised that they were handling the flashlight issue, but that his tech was diagnosing the vehicle and was preparing to perform the ADAPTIVE SPEED CONTROL SENSOR ALIGNMENT. Advised the dealer to contact me back at my direct # with any updates or questions.

Updated: 03/24/2015 16:13:10 By T1885SH

Contacted by the dealer Tech, who advised that there are no DTC's and he could not duplicated a concern. Tech performed a sensor alignment and adjusted the vertical and horizontal alignment. Advised the dealer to review adaptive cruise control operation and adjustable settings with the customer. Dealer is to release the vehicle to the customer, and the case will be closed. Dealer has my direct # for any questions or concerns.

Updated: 03/24/2015 16:33:24 By T1885SH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT6 | EC [REDACTED] | Built Date | 01/26/2013 | Mileage | 1 ,896 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 03/25/2015 15:07:53 | By | T5211FW |
| Updated | 03/27/2015 13:26:10 | By | T1817KS |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|------------------------------------|---------|---------------------|
| U0402 | Implausible Data Received From TCM | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|----------------------|---------------------|--------------|----------------|------------|
| Dealer | 41522 | RIVERHEAD DODGE INC | Phone | 631) 727-1040 | |
| Address | 642 WEST MAIN STREET | | | | |
| City | RIVERHEAD | State | NY | ZIP | 11901 2809 |
| Dealer Zone | 32 | County | SUFFOLK | Country | USA |
| Tech | MICHAEL TEUBER | | | | |
| STAR | T1817KS | | | | |

CUSTOMER CONCERN

c/s brake lamp comes on while driveing. i road tested 2 times, couldnt duplaccate.
Updated: 03/25/2015 15:07:53 By T5211FW

RESOLUTION

Mike called in with the concern of the FCW turning off during freeway driving. I advised Mike that the system May have turned off due to a dirty sensor or a system error. UPDATE; Mike, I found this passage in dealer connect that may help you explain the operation of the system to the customer and the reason for braking application. (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.) I also found a passage that states "the use of a radar detector may cause unwanted deactivation of the FCW system due to interference with the FCW radar receiver" and "STOP will be displayed in the cluster to warn the driver of and impending collision". I think the customers complaints are all a result of normal operation at this time. I hope that helps Mike. Frank.

Updated: 03/25/2015 15:07:53 By T5211FW

Mike called for assistance. When driving there is a message clean sensor system unavailable there is a chime and the switch lights up indicating the system is off. I advised a battery disconnect and capacitor discharge be done and if condition persists replace the sensor. Ken

Updated: 03/25/2015 16:48:51 By T1817KS

Technician requested ticket be closed. replaced eye, sensor

Updated: 03/27/2015 13:26:10 By T1817KS

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|-----|
| Model Year | 2015 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG4 | FC [REDACTED] | Built Date | 0 /19/2014 | Mileage | 933 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CI | CRUISE WORKS INT. | |
| Created | 03/27/2015 15:44:11 | By | T2699JC |
| Updated | 04/29/2015 11:32:25 | By | T1072J1 |

CONTACT

| | | | | | |
|--------------------|----------------------|--------------------|--------------|----------------|------------|
| Dealer | 26917 | IVERSON CDJR HURON | Phone | (605) 352-8686 | |
| Address | 450 FOURTH STREET NE | | | | |
| City | HURON | State | SD | ZIP | 57350 1618 |
| Dealer Zone | 74 | County | BEADLE | Country | USA |
| Tech | Gregory Marshall | | | | |
| STAR | T1072J1 | | | | |

CUSTOMER CONCERN

MIL light FCCW adaptive cruise not available.

Updated: 03/27/2015 15:44:11 By T2699JC

Checked connectors for pushed out pins on module and front head lamp connectors 1and 2 one feeds power to ACC module. The other connector is bus to ACC module. Checked plug at ACC. Cannot duplicate code C008E or UO405 by unplugging the connectors. All I get is a red module on topology screen. which is understandable because I took power and ground and BUS from the module.

Updated: 03/27/2015 16:56:35 By T2699JC

RESOLUTION

Greg stated this vehicle has been in multiple times for this concern. The customer states the vehicle chimes-then codes the set. Greg has replaced the camera. Performed alignment and system does calibrate-always stored codes-cannot ever duplicate concern-has connected and disconnected connectors with NTF-would like case escalated for further assistance-escalated to master consultant

Updated: 03/27/2015 15:44:11 By T2699JC

case escalated for further assistance to master consultant

Updated: 03/27/2015 16:56:35 By T2699JC

Called dealer and spoke with SM Daniel. He stated customer took the vehicle and Tech Gregory left to go for training. Advised to update the ticket after vehicle returns and upload vehicle scan report and data recording. Jay

Updated: 03/31/2015 16:47:27 By T1072J1

case escalated for further assistance to master consultant

Updated: 03/31/2015 16:47:37 By T2699JC

Gregory, please update the ticket after vehicle returns and upload vehicle scan report and data recording to Star. Thanks, Jay

Updated: 04/02/2015 12:57:46 By T1072J1

Owner has not returned to shop yet

Field Report

VEHICLE

| | | | | | | |
|---------------------|------------------------|--------------------------------|---------------|--|--------|--|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX E [REDACTED] | Built Date | 05/16/2013 | Mileage | 24,183 | |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | | | |
|---------------------------|---------------------|------------------------|--------------------------|--|--|
| Case Ref | 1 [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE | | |
| Customer Complaint | CI | CRUISE WORKS INT. | | | |
| Created | 04/01/2015 09:41:58 | By | T5002D1 | | |
| Updated | 04/01/2015 15:32:14 | By | T5002D1 | | |

CONTACT

| | | | | | |
|--------------------|----------------|-----------------------------------|--------------|----------------|------------|
| Dealer | 60570 | COLE AND BURD CHRYSLER DODGE JEEP | Phone | (570) 662-7000 | |
| Address | 2303 S MAIN ST | | | | |
| City | MANSFIELD | State | PA | ZIP | 16933 9311 |
| Dealer Zone | 35 | County | TIOGA | Country | USA |
| Tech | Keith Pickup | | | | |
| STAR | T5002D1 | | | | |

CUSTOMER CONCERN

brakes will apply themself
Updated: 04/01/2015 09:41:58 By T5002D1

RESOLUTION

Keith called Star for assistance. Keith states that he is unable to duplicate the concern but has a code C14A5-00 that does not reset. I advised Keith to check both modules for proper mounting and obstructions. I also advised Keith to see if the vehicle was in an accident and had any related components replaced (i.e windshield or grill). I also advised Keith to try a capacitive discharge and a vehicle configuration. DougM.

Updated: 04/01/2015 09:41:58 By T5002D1

mounting clip on sensor broken. parts on order

Updated: 04/01/2015 15:32:14 By T5002D1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG3 | EC [REDACTED] | Built Date | 06/23/2014 | Mileage | 4,125 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | WQ | GRABS | |
| Created | 04/01/2015 12:16:44 | By | T6214CH |
| Updated | 04/09/2015 16:48:09 | By | T6214CH |

CONTACT

| | | | | | |
|--------------------|-------------------|--------------------|--------------|----------------|------------|
| Dealer | 23690 | PARK CHRYSLER JEEP | Phone | (952) 890-5337 | |
| Address | 1408 HIGHWAY 13 W | | | | |
| City | BURNSVILLE | State | MN | ZIP | 55337 2207 |
| Dealer Zone | 74 | County | DAKOTA | Country | USA |
| Tech | KEVIN KLEISER | | | | |
| STAR | T6214CH | | | | |

CUSTOMER CONCERN

CUSTOMER STATES, the vehicle has started braking by itself, the first time the adaptive cruise was on, the second time it happened without the cruise.

Updated: 04/01/2015 12:16:44 By T6214CH

RESOLUTION

Hey Kevin, just tried to call you, I was told you were too busy. We have a couple of similar cases with no clear resolution (couldn't be duplicated). You can call me if you like, my ext is 4720029 - Otherwise, any modifications---codes at all active or stored? If no, I think we need to get your management team involved to maybe ride with the customer and try for a duplication. As long as we've inspected all systems and found no safety issues, and at this time all systems are operating as designed, we probably should return the vehicle to the customer and wait until any potential concern fully manifests itself. Let me know, Craig

Updated: 04/01/2015 12:16:44 By T6214CH

CUSTOMER TOOK VEHICLE AND WAS MADE AWARE HOW SYSTEM OPERATES. WE FEEL, AS A DEALERSHIP THAT THE VEHICLE IS OPERATING AS DESIGNED. SERVICE MANAGER PUT OVER 120 MILES ON IT BEFORE RETURNING VEHICLE TO CUSTOMER.

Updated: 04/09/2015 16:48:09 By T6214CH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT6 | EC1 [REDACTED] | Built Date | 04/26/2013 | M leage | 2 ,661 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|----------------------------------|
| Case Ref | [REDACTED] | Component Group | 08A - AUDIO/VIDEO/NAV/TELEMATICS |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 04/02/2015 17:33:52 | By | T1885SH |
| Updated | 04/06/2015 15:35:10 | By | T1885SH |

CONTACT

| | | | | | |
|--------------------|--------------|---------------------------|--------------|----------------|------------|
| Dealer | 24221 | POLLARD FRIENDLY MOTOR CO | Phone | (303) 447-8187 | |
| Address | 2360 30TH ST | | | | |
| City | BOULDER | State | CO | ZIP | 80301 1104 |
| Dealer Zone | 74 | County | BOULDER | Country | USA |
| Tech | Craig Allain | | | | |
| STAR | T1885SH | | | | |

CUSTOMER CONCERN

New Case EC1 [REDACTED] RONALD KLEIN 24221 POLLARD FRIENDLY MOTOR CO Mike sa 303-785-5228 e-mail: mikes@pollardmotors.com 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.
Updated: 04/02/2015 17:33:52 By T1885SH

RESOLUTION

Contacted the dealer and spoke to SF Craig. He advised that they had not yet looked at the vehicle, and advised of the history. I advised that the dealer should verify the proper operation of the radio presets and the adaptive cruise control, the radiation concerns will not be addressed by ECS. I also contacted the AM, and she advised that the matter of radiation has been addressed and will not be pursued. Delaer to contact me back with any updates or concerns with presets or adaptive cruise at my direct #.

Updated: 04/02/2015 17:33:52 By T1885SH

Contacted the dealer and spoke to SF Craig. He advised that there were no concern duplicated on the customer's vehicle. He advised that the Cruise sensor was within spec, but that the realigned it to exact specifications, and that there is a flash update available for the radio amp. Advised that sensor alignment and flash updates are authorized. advised the dealer to release the vehicle to the customer. Dealer has my direct # for contact, case will be closed.

Updated: 04/06/2015 15:35:10 By T1885SH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT5 | EO | Built Date | 04/03/2013 | Mileage | 26,967 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CW | CRUISE WILL NOT SET | |
| Created | 04/08/2015 12:27:28 | By | T5002D1 |
| Updated | 04/15/2015 13:34:08 | By | T5002D1 |

CONTACT

| | | | | | |
|--------------------|-------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 67703 | HUFFINES CHRYSLER JEEP DODGE RAM | Phone | (972) 867-6000 | |
| Address | 4500 W PLANO PKWY | | | | |
| City | PLANO | State | TX | ZIP | 75093 5607 |
| Dealer Zone | 63 | County | COLLIN | Country | USA |
| Tech | Jeff Norton | | | | |
| STAR | T5002D1 | | | | |

CUSTOMER CONCERN

SPEED CONTROL IN AND CLUSTER DISPLAYS ACC/FCM UNAVAILABLE WIPE FRONT RADAR SENSOR
Updated: 04/08/2015 12:27:28 By T5002D1
AFTER LOOKING AT SENSOR FOUND SENSOR HAS ROCK CHIP ON IT.THINKING CAUSING PROBLEM.THANKS FOR THE HELP
Updated: 04/09/2015 11:25:34 By T5002D1

RESOLUTION

Jeff, verify that the ACC sensor is properly mounted and the bracket is not damaged. If that checks ok, perform the alignment procedures and reevaluate the concern. If the concern returns, replace the sensor and reevaluate (if able to duplicate). Thanks, Doug.
Updated: 04/08/2015 12:27:28 By T5002D1
Jeff, verify that the ACC sensor is properly mounted and the bracket is not damaged. If that checks ok, perform the alignment procedures and reevaluate the concern. If the concern returns, replace the sensor and reevaluate (if able to duplicate). Thanks, Doug.
Updated: 04/08/2015 12:29:25 By T5002D1
Thanks for the update Jeff. Keep me posted. Doug.
Updated: 04/09/2015 11:25:34 By T5002D1
I called Jeff as a follow up and he stated that he is going to close this ticket today. Replaced the ACC sensor. DougM.
Updated: 04/15/2015 12:20:12 By T5002D1
REPLACED ACC SENSOR
Updated: 04/15/2015 13:34:08 By T5002D1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX | EC [REDACTED] | Built Date | 04/30/2013 | Mileage | 35,819 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 04/10/2015 17:49:16 | By | T7720A0 |
| Updated | 04/13/2015 12:19:02 | By | T7720A0 |

CONTACT

| | | | | | |
|--------------------|------------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 60313 | CRYSTAL CHRYSLER, JEEP, DODGE | Phone | (760) 324-4557 | |
| Address | 36-444 AUTO PARK DRIVE | | | | |
| City | CATHEDRAL CITY | State | CA | ZIP | 92234 6500 |
| Dealer Zone | 71 | County | RIVERSIDE | Country | USA |
| Tech | David Yanos | | | | |
| STAR | T7720A0 | | | | |

CUSTOMER CONCERN

CUSTOMER STATES THAT THE ADDAPTIVE CRUISE CONTROL HAS BRAKED CAR ON FREEWAY.

Updated: 04/10/2015 17:49:16 By T7720A0

SHOULD HAVE ADDED THAT THERE WAS NO REASON FOR THE ACC SYSTEM TO HAVE BECOME ACTIVE. HE WAS NOT CLODING IN A ON A CAR AHEAD OF HIM ETC. HE CLAIMS TO HAVE SIMPLY BEEN DRIVING ALONG.

Updated: 04/10/2015 17:49:16 By T7720A0

RESOLUTION

David if the system is working at this time, perform the aiming procedure.

Updated: 04/10/2015 17:49:16 By T7720A0

Unable to duplicate concern on road test. Checked alignment on camera cleaned lense. With an intermittent issue like this one verification is almost impossible.

Updated: 04/13/2015 12:19:02 By T7720A0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2015 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT9 | FC6 [REDACTED] | Built Date | 11/05/2014 | Mileage | 5,626 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | C1 | CRUISE INOP | |
| Created | 04/11/2015 08:44:29 | By | T7243KH |
| Updated | 04/16/2015 16:41:23 | By | T7243KH |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|--|---------------------|-----------|
| U0401 | Inplausible Data Received From ECM/PCM T3076SB | 04/14/2013 01:25:00 | |

CONTACT

| | | | | | |
|--------------------|-------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 60477 | JACKSON FAMILY OF DEALERSHIPS | Phone | (217) 728-4338 | |
| Address | 1320 W JACKSON ST | | | | |
| City | SULLIVAN | State | IL | ZIP | 61951 1034 |
| Dealer Zone | 51 | County | MOULTRIE | Country | USA |
| Tech | Dustin Stutzman | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

Adaptive cruise unavailable message coming on dash.
Updated: 04/11/2015 08:44:29 By T7243KH
Correction: Cruise/ FCW unavailable service required message. This vehicle has been in a wreck in the front end.
Updated: 04/11/2015 08:44:29 By T7243KH

RESOLUTION

Dustin first be sure of no after market grill etc - then next try doing a alignment on it and then if still no help the consider replacing the module and see Tsb 31-003-12 for tips on mounting it thanks Ken
Updated: 04/11/2015 08:44:29 By T7243KH
Body shop put on the part number for the 2014 instead of the 15. Put the right part number on and did recalibration. All good.
Updated: 04/16/2015 16:41:23 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|------------------------|--------------------------------|---------------|--|--------|--|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCMX E [REDACTED] | Built Date | 12/03/2013 | Mileage | 11,286 | |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 04/15/2015 14:17:21 | By | T4756RH |
| Updated | 04/21/2015 08:39:39 | By | T1072J1 |

CONTACT

| | | | | | |
|--------------------|----------------------|----------------|--------------|----------------|------------|
| Dealer | 68153 | KELLYCARS, INC | Phone | (412) 264-4270 | |
| Address | 5408 UNIVERSITY BLVD | | | | |
| City | CORAOPOLIS | State | PA | ZIP | 15108 2567 |
| Dealer Zone | 35 | County | ALLEGHENY | Country | USA |
| Tech | John Grimes | | | | |
| STAR | T1072J1 | | | | |

CUSTOMER CONCERN

cluster will say Service cruise & codes. how do I send report from WiTech 2?? There was a send to Star button but it's not there.

Updated: 04/15/2015 14:17:21 By T4756RH

Okay... I sent scan & config. report with WiTwh 1. Also, talked to the customer & he said that when using cruise or adaptive cruise if he hits the brake or the cancel switch, when he hits resume sometimes the error message will show up on dash saying ACC/something unavailable I keep getting the 2 code for switch 1/2 correlation that I sent over in the report. I have talked with Star before on this. I have also replaced the switch, wiring in the steering wheel & flashed every module. I have done the PCM & TCM 2 times now & it looks like they need done again. I think the guy isn't pushing the switch correctly like the star case seems to say but he said he is pushing it down. I have also looked over all the wiring under the dash that I can see. I have yet to get this to act up for me.

Updated: 04/16/2015 09:53:10 By T4756RH

RESOLUTION

John, You will need to contact the witech help desk to get that concern resolved. 1-888-witech-1. Rich H.

Updated: 04/15/2015 14:17:21 By T4756RH

John, Since this has been an ongoing issue I am going to escalate this case to the Master Consultant for review. No need to reply back to this ticket, you should get a response back within 24-48 hours. Rich H.

Updated: 04/16/2015 09:53:10 By T4756RH

Spoke with John in regards to concern. He stated he was able to duplicate concern after he pushed the switch very lightly. Advised to check and make sure pins in the steering harness are making good contact. Go thru diagnosis and testing for DTC U0011-00 and perform repairs as necessary. Replace SCCM module if no other issue found and retest. Jay Jay

Updated: 04/20/2015 11:22:23 By T1072J1

parts ordered

Updated: 04/21/2015 08:39:39 By T1072J1

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG5 | EO [REDACTED] | Built Date | 05/03/2013 | Mileage | 37,639 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CH | CRUISE WILL NOT HOLD/SET SPEED | |
| Created | 04/17/2015 09:14:37 | By | T4307DW |
| Updated | 04/27/2015 11:46:40 | By | T7158SA |

CONTACT

| | | | | | |
|--------------------|-------------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 66103 | BILL SNETHKAMP'S CHRYSLER DODGE | Phone | (517) 394-1200 | |
| Address | 6131 S PENNSYLVANIA AVE | | | | |
| City | LANSING | State | MI | ZIP | 48911 5718 |
| Dealer Zone | 42 | County | INGHAM | Country | USA |
| Tech | FRANK ALFANO | | | | |
| STAR | T7158SA | | | | |

CUSTOMER CONCERN

customer states adaptive cruise will turn off on VERY steep hills works perfectly otherwise no faults in system , ACC sensor alignment passes alignment procedure
Updated: 04/17/2015 09:14:37 By T4307DW

RESOLUTION

Frank, I recommend inspecting the brake pedal/switch assembly. Is it possible for the brake pedal to fall forward when the vehicle is tilted going down a steep grade enough to turn the cruise control off? If you don't find anything there I recommend recreating the concern and capturing freeze frame data. Check the data readings for anything that may cause this concern. One other thing you could try is to find a like vehicle to see if it behaves in the same manner. If it does, this could be characteristic of the vehicle. Thanks, GlennW
Updated: 04/17/2015 09:14:37 By T4307DW
Called the dealer and spoke with SA Costel, he stated that they were unable to duplicate the concern and the vehicle has left the dealer. Steve
Updated: 04/27/2015 11:46:40 By T7158SA

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG8 | EC3 [REDACTED] | Built Date | 12/22/2013 | Mileage | 23,133 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 04/18/2015 09:09:44 | By | T4520J1 |
| Updated | 05/01/2015 16:22:11 | By | T2415EB |

CONTACT

| | | | | | |
|--------------------|----------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 68348 | KOONS CHRYSLER DODGE JEEP RAM | Phone | (703) 356-0400 | |
| Address | 2050 CHAIN BRIDGE RD | | | | |
| City | VIENNA | State | VA | ZIP | 22182 2531 |
| Dealer Zone | 35 | County | FAIRFAX CO) | Country | USA |
| Tech | John Theis | | | | |
| STAR | T2415EB | | | | |

CUSTOMER CONCERN

1. red brake lamp comes on, and a loud noise when the lamp is lit. 2. windshield malfunction indicator comes on. 3. fcw warning comes on with nothing in front of you.

Updated: 04/18/2015 09:09:44 By T4520J1

What I ment was the FCW indicator that pops up a big red "BRAKE" in the center of the cluster when the ACC is being used. I didn't mean the regular old red brake lamp.

Updated: 04/21/2015 08:51:06 By T4520J1

RESOLUTION

Hello John. No common reports. Please check and adjust the brake fluid level. Inspect the brake fluid level sensor connector for concerns. Possibly related to the parking brake circuit. Please let me know what you find. Jesse S.

Updated: 04/18/2015 09:09:44 By T4520J1

John. Please if there is any data using the scan tool that suggest why the light be being commanded on. Clean the G909A ground under the left fender well and see if that changes the concern. Please let me know what you find. Jesse S.

Updated: 04/21/2015 08:51:06 By T4520J1

Checking up on status of vehicle has this vehicle been repaired, please response to this ticket if farther assistance is required. Close out ticket if vehicle has been fixed, Thank you Eugene Flat Chrysler Star Center Case Closer.

Updated: 05/01/2015 11:42:47 By T2415EB

Checking up on status of vehicle has this vehicle been repaired, please response to this ticket if farther assistance is required. Close out ticket if vehicle has been fixed, Thank you Eugene Flat Chrysler Star Center Case Closer. please reopen new ticket if farther assistance is required. THANK YOU.

Updated: 05/01/2015 16:22:11 By T2415EB

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT9 | EC [REDACTED] | Built Date | 11/13/2013 | Mileage | 1 ,706 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 09 - ENGINE |
| Customer Complaint | GV | BLOWS BLUE SMOKE | |
| Created | 04/19/2015 09:16:47 | By | T3056RL |
| Updated | 04/19/2015 09:17:14 | By | T3056RL |

CONTACT

| | | | | | |
|--------------------|------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 63292 | LAWLESS CHRYSLER DODGE JEEP RAM | Phone | (781) 935-2212 | |
| Address | 196 LEXINGTON ST | | | | |
| City | WOBURN | State | MA | ZIP | 01801 4741 |
| Dealer Zone | 32 | County | MIDDLESEX | Country | USA |
| Tech | John Ogles | | | | |
| STAR | T3056RL | | | | |

CUSTOMER CONCERN

***** Rose Law Case ***** Inspected vehicle on 4/17/2015. C/S Smoke from tailpipe when starting after vehicle sits. C/S Engine ticking noise. C/S Brake! (FCW) message coming on. C/S ACC/FCW unavailable, "Wipe front radar sensor" message on in cluster. C/S Mil on causing remote start not to work. C/S Burning oil smell.
Updated: 04/19/2015 09:16:47 By T3056RL

RESOLUTION

Findings: Performed TSB 09-002-13 which is designed to improve the start up oil smoke. This condition can occur when the vehicle is parked nose up. Because the vehicle is equipped with an optional V-8 5.7L engine, the oil pan design accumulates engine oil in the rear of the pan. Upon start up, only after the vehicle is parked overnight with the front end elevated, the oil flows to the back of the pan and is thrown onto the cylinder walls getting by the piston rings, creating the oil plume event. Parking the vehicle in the reverse direction or flat will eliminate the condition. There is no abnormal engine noise from this vehicle. The engine exhibits characteristic Hemi engine sound. Found Forward Facing Control module needing replacement, which could cause some of the symptoms described by the customer. The Mil light was not on. There were no DTC's stored, pending or active. The remote start option operated properly. Oil burning smell, caused by previous repair performed and insufficient cleaning of the engine. Cleaned engine properly. Attached are pictures of the engine oil pan to show it's design.

Updated: 04/19/2015 09:16:47 By T3056RL

Complete

Updated: 04/19/2015 09:17:14 By T3056RL

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCTX | EQ [REDACTED] | Built Date | 01/05/2014 | Mileage | 6,236 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 04/23/2015 09:42:05 | By | T5422JG |
| Updated | 05/04/2015 11:46:36 | By | T5422JG |

CONTACT

| | | | | | |
|--------------------|--------------------------|----------------------------|--------------|----------------|------------|
| Dealer | 66583 | LANDMARK CHRYSLER JEEP INC | Phone | (217) 862-5300 | |
| Address | 2331 PRAIRIE CROSSING DR | | | | |
| City | SPRINGFIELD | State | IL | ZIP | 62711 9495 |
| Dealer Zone | 51 | County | SANGAMON | Country | USA |
| Tech | Robert LEE JR | | | | |
| STAR | T5422JG | | | | |

CUSTOMER CONCERN

customer states acc/fcw unavailable wipe front radar sensor is displayed in message center
Updated: 04/23/2015 09:42:05 By T5422JG

RESOLUTION

Hello Robert, sorry for the long delay we have been understaffed for a while and are very backed up, Is the concern still present? Because you state that it worked correctly? Is the code still present? If so, what module is it present in? Keep me posted, Jesus G

Updated: 04/23/2015 09:42:05 By T5422JG

Robert, What is the status of this vehicle? If no further assistance is needed at this time please close this ticket out on your end. Thanks, Jesus G

Updated: 04/27/2015 15:44:44 By T5422JG

correctly aimed sensor

Updated: 05/04/2015 11:46:36 By T5422JG

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX | EC [REDACTED] | Built Date | 05/26/2013 | Mileage | 42,476 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------------|
| Case Ref | [REDACTED] | Component Group | 02 - FRONT SUSPENSION |
| Customer Complaint | 65 | LEAKS | |
| Created | 04/24/2015 09:16:02 | By | T0902JT |
| Updated | 05/11/2015 08:21:20 | By | T0902JT |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| C1556-96 | Ride Height Air Pressure Sensor - Component Internal Failure | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-------------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 68807 | PERFORMANCE CHRY JEEP DODGE, INC | Phone | (402) 339-3131 | |
| Address | 7010 SOUTH 124TH CIRCLE | | | | |
| City | LA VISTA | State | NE | ZIP | 68128 5600 |
| Dealer Zone | 74 | County | SARPY | Country | USA |
| Tech | Ryan Wedergren | | | | |
| STAR | T0902JT | | | | |

CUSTOMER CONCERN

brake light flashes at times with cruise control on and cruise control says clean lens when lens is clean
Updated: 04/24/2015 09:16:02 By T0902JT

RESOLUTION

Ryan, We recently became aware of a vehicle where the pressure sensor saw a momentary pressure spike when the compressor initially kicked on- that's why the code was stored the condition was gone. The cause was an air line restriction in the front springs. Let me know what you find-Justin
Updated: 04/24/2015 09:16:02 By T0902JT
n
Updated: 05/11/2015 08:21:20 By T0902JT

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | |
| VIN | 1C4RJECM4 | EC [REDACTED] | Built Date | 10/29/2013 | Mileage | 4,844 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 04/30/2015 08:01:22 | By | T4756RH |
| Updated | 05/01/2015 11:58:16 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|--------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 24100 | HUNTINGTON BEACH CHRYSLER DODGE | Phone | (714) 841-3999 | |
| Address | 16555 BEACH BLVD | | | | |
| City | HUNTINGTON BEACH | State | CA | ZIP | 92647 4801 |
| Dealer Zone | 71 | County | ORANGE | Country | USA |
| Tech | Alfredo VILLANUEVA | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

CUSTOMER STATES THE FORWARD COLLISION SYSTEM , BRAKE INDICATOR ON THE CLUSTER FLASHES AS IF AN OBJECT IS IN FRONT BUT THERE IS NONE

Updated: 04/30/2015 08:01:22 By T4756RH

RESOLUTION

Alfredo, No reported issues. Make sure all the modules are up to date, duplicate the concern before any repair attempts are made, clean the sensors, check for any damage to them. Make sure there are vehicle modifications or aftermarket accessories possibly causing the concern. Make sure there has not been any recent collision repairs made to this vehicle. See star case S1308000274. Rich H.

Updated: 04/30/2015 08:01:22 By T4756RH

I DID UPDATES FOR PCM AND TCM , ROAD TEST SEVERAL MILES UNABLE TO VERIFY , IF VEHICLE RETURN I WILL REOPEN THE CASE THANKS FOR YOUR HELP .

Updated: 05/01/2015 11:58:16 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG7 | EC [REDACTED] | Built Date | 06/08/2013 | Mileage | 42,952 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 04/30/2015 10:15:05 | By | T5463KY |
| Updated | 05/05/2015 12:15:49 | By | T5463KY |

CONTACT

| | | | | | |
|--------------------|-----------------|----------------------------|--------------|----------------|------------|
| Dealer | 67031 | WALSER CHRYSLER JEEP DODGE | Phone | (952) 935-2400 | |
| Address | 314 MAIN STREET | | | | |
| City | HOPKINS | State | MN | ZIP | 55343 9231 |
| Dealer Zone | 74 | County | HENNEPIN | Country | USA |
| Tech | Joy Almsted | | | | |
| STAR | T5463KY | | | | |

CUSTOMER CONCERN

[REDACTED] WALSER CHRYSLER JEEP DODGE SA Corey 952-930-2289 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 is intermittent

Updated: 04/30/2015 10:15:05 By T5463KY

RESOLUTION

TS left a VM for (SA) Corey

Updated: 04/30/2015 10:15:05 By T5463KY

1. Noise coming from gas pedal,- Tech inspected & operated gas pedal.. no issue found or any abnormal noise heard.. Gas pedal is operating as designed 2. Adaptive cruise control not working displaying a message saying Wipe front sensor, .. Check for DTC's.. nothing present.. Tech inspected sensor, found debris on the top of the sensor.. Tech cleaned off sensor.. Tech cannot duplicate customer concern at this time 3. harsh shift,-SA advised TS, a update is available to update the TCM 4. Proximity unlock is off at times, and it is intermittent.. Tech inspected and operated door lock system.. no issue found.. Checked for DTC's ..Nothing present.. System is operating as designed

Updated: 04/30/2015 11:52:06 By T5463KY

Spoke to (SA) Corey- Diag is in progress

Updated: 05/01/2015 10:49:07 By T5463KY

TS left a VM for (SA) Cory

Updated: 05/04/2015 08:59:46 By T5463KY

Spoke to (SA) Joy- Further issue could not be duplicated after the road test.. Vehicle is repaired and ready to be released

Updated: 05/04/2015 09:20:32 By T5463KY

Customer Add on - Oil leak- Tech inspected vehicle found oil cooler leaking .. TS authorizes a new cooler.. dealer will report back once the repair is complete

Updated: 05/05/2015 08:10:47 By T5463KY

Spoke to (SA) Cory- Repairs will be done shortly.. Further technical support tis not needed.. Case closed

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFDJ2 | EC [REDACTED] | Built Date | 04/18/2013 | Mileage | 32,261 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/05/2015 17:04:11 | By | T1803DO |
| Updated | 05/19/2015 16:11:06 | By | T1803DO |

CONTACT

| | | | | | |
|--------------------|--------------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 43125 | SUNSET DODGE-CHRYSLER-JEEP-RAM | Phone | (941) 922-2400 | |
| Address | 7745 SOUTH TAMiami TRAIL | | | | |
| City | SARASOTA | State | FL | ZIP | 34231 6841 |
| Dealer Zone | 66 | County | SARASOTA | Country | USA |
| Tech | Robert Wilkinson | | | | |
| STAR | T1803DO | | | | |

CUSTOMER CONCERN

New case VIN:EC [REDACTED] - MR [REDACTED] 43125 -SUNSET DODGE-CHRYSLER-JEEP-RAM - SA Bob at 941-922-2400 1- Sun visor paneling on left side is vibrating 2- Both driver and passenger seat are squeaking around lumbar support area. 3- A/C when running at start it will make a squeaking noise, then when fan coming on and off it makes a rubbing noise. 4- Vehicle will go into Echo mode on its own and then it will bog out. 5- Screaking from front end like a belt is trying to ketch up. 6- On cold starts a squeaking noise is heard from dash area (like a creaking door). 7- When at a stop then taking off (under normal acceleration) a popping noise is heard. 8- When taking off from a stop and screeching noise is heard. 9- While driving 35 to 45 MPH and let up off acceleration for a second or 2 and accelerate a screech noise is heard. 10- Emergency brake intermittently inoperative, the cluster will indicate engage but does not bump the brakes. 11- Rattle in headliner while driving.

Updated: 05/05/2015 17:04:11 By T1803DO

RESOLUTION

Outbound call to dealer and spoke with SA Bob. During the call Bob brought me up to speed with the customer concerns. After speaking with Bob I then spoke with technician Jeff Goodreau to gather additional information regarding this concern. Jeff stated when he previously went on a road test with the customer he did verify a squeak noise in the driver seat, rattle noise in the headliner, and AC noise. However, once Jeff went to diagnose the noise concern he was unable to duplicate any issues. I advised Jeff to continue attempting to duplicate the customer concerns and once he has duplicated the concern attempt to repair the issue. If he has any question or concerns to contact me at my direct number. I also advised Jeff that I would perform additional research on my end and will contact him once I have finish researching the related issues.

Updated: 05/05/2015 17:04:11 By T1803DO

Outbound call to dealer to speak with Technician Jeff Goodreau and was informed that he went home for today. I then spoke with service advisor (SA) Rick due to Robert being with a customer. Rick stated that he is familiar with the concern's on this vehicle and they are having another technician remove the headliner and seat back today to search for any obvious concerns. I provided Rick with 2 SOL cases one for a creak in the headliner (S1423000010) and the other is for the AC noise concern (S1324000030) to have both technicians to review in attempt to resolve the customer concerns. I then advised Rick to have Robert contact me once he has finished with the customer so I could gather additional information that Rick may not have.

Updated: 05/07/2015 10:24:27 By T1803DO

Inbound call from dealer, Rick stated that he has taken the vehicle on a test drive and has not been able to duplicate the headliner noise, popping noise when taking off from a stop, or the Passive Braking issue. Rick stated that he believe the passive braking system is operating as intended, he believe the customer may not understand how the system operate. As the customer complaint is that when approaching a vehicle the alert will show in the cluster but the brakes will not engage. Rick stated that all the correct conditions may not have been met for the passive braking to apply the brakes. However, Rick were able to duplicate the both AC noise concerns. The rubbing noise from the AC system when turning on the system, he found the refrigerant to be slightly low, after recharging the system the concern has not been duplicated. He also believe the creak noise in the dash on cold starts is generating from the HVAC case, therefore he ordered an HVAC case to resolve that concern. Rick also duplicated the seat noise and repaired that issue by lubricating the leather between the lumbar and the seat. Rick also duplicated the screech noise concern that can be heard when driving between 35 to 45 mph, however the location of the noise concern has not been pinpointed. I advised Rick that I would continue to perform additional research on my end and will contact him back as soon as my research is completed.

Updated: 05/08/2015 14:31:48 By T1803DO

Outbound call to dealer spoke with Service Manager Rick L. to inform Rick of additional finding. I provided Rick with some additional SOL cases (S1323000022, S1323000061, S152300012) to review that may be related to some of the customer rattle concerns. I also advised Rick that if none of the related SOL cases resolved the rattle/pop concerns to inspect the AC and heater lines to ensure they were not making contact resulting in this rattle concern. If he did not notice any issues to inspect the transaxle vent cap to ensure it's not loose making noise. If no issues are found route the vent hose into the vehicle then use a stethoscope to determine if the noise concern is generating internal to the transaxle. Rick also stated that he spoke with the customer and gathered additional information. He stated that the customer said that the rattle concern in the headliner did not occur until the previous dealer did the sun visor recall. Rick then had his technician lower the headliner which the tech found a harness to be loose therefore, he wrapped the connector and harness with foam tape then reinstalled the headliner. After he install the HVAC case the customer will come in to test drive the vehicle to pinpoint any additional noise concerns.

Updated: 05/08/2015 16:08:14 By T1803DO

Outbound call to dealer to follow-up on the repair of the vehicle. I spoke with SA Kayla and was informed that Rick and Jeff had left for the day. However, she also informed me that Jeff is putting the finish touches on the vehicle and then the vehicle will be test driven. I advised that I will call back tomorrow to speak with Rick regarding the status of this vehicle.

Updated: 05/11/2015 17:33:10 By T1803DO

Outbound call to dealer and spoke with SM Rick which he stated that the vehicle is all set he is no longer hearing any type noise. Rick also stated that he contacted the customer and invited both Mr and Mrs White to test drive the vehicle ensure all of their issues are resolved. I advised Rick that once the customer give the approval on the fixed to contact me on my direct line, if not I will contact him on 5/13/2015 to follow up with the concern.

Updated: 05/12/2015 13:15:58 By T1803DO

Outbound call to dealer and spoke with service manager Rick regarding this multiple noise concern. During the call Rick stated that the customer came to drive the vehicle and still heard a thump type noise from the rear of the vehicle only on acceleration from a dead stop and also heard the rattle type noise from the RF while driving around 45 mph when letting off then getting back on the accelerator. All other noise concerns have been resolved. I advised Rick that will do some additional research then contact him back as soon as I gather some additional information. Note the customer is currently in the vehicle and will set another appointment based on her husband work schedule.

Updated: 05/13/2015 11:17:41 By T1803DO

Outbound call to dealer and spoke with Rick. I advised Rick that the thumping noise heard in the rear of the vehicle from a dead stop is considered characteristics of the vehicle at this time, as Engineering is currently investigating this concern. I also advised Rick that once the customer comes in to inspect the exhaust system for close contact with any clamps or exhaust related components. I informed Rick that I would continue researching this concern to determine if I can find a solution.

Updated: 05/14/2015 10:21:17 By T1803DO

Outbound to dealer to follow-up with SM Rick. During the call Rick stated that he hasn't heard from the customer since releasing the vehicle. He called to informed Mr and Mrs. White that thump noise heard is characteristics at this time as Engineering is investigating, when he left a message on a voicemail. The light metallic noise heard has not been address due to the concern being very intermittent. I advised Rick that I am closing the case.

Updated: 05/19/2015 16:11:06 By T1803DO

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG0 | EC3 | Built Date | 11/18/2013 | Mileage | 8,542 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 05/05/2015 18:40:47 | By | T0544JC |
| Updated | 05/08/2015 11:13:52 | By | T0544JC |

CONTACT

| | | | | | |
|--------------------|----------------|------------------------|--------------|----------------|------------|
| Dealer | 26453 | FRED MARTIN SUPERSTORE | Phone | (330) 753-4444 | |
| Address | 3195 BARBER RD | | | | |
| City | NORTON | State | OH | ZIP | 44203 1011 |
| Dealer Zone | 42 | County | SUMMIT | Country | USA |
| Tech | MIKE D'AMICONE | | | | |
| STAR | T0544JC | | | | |

CUSTOMER CONCERN

CUSTOMER STATES CLUSTER WILL SAY BRAKE BRAKE BRAKE... AND AT TIMES THE ACC SAYS ITS UNAVAILABLE.

Updated: 05/05/2015 18:40:47 By T0544JC

THE CODES WERE SET THE FIRST TIME THIS WAS IN. BUT WHEN I REPLACED PARTS I CLEARED CODES AND TEST DROVE. CLUSTER WILL SAY BRAKE BRAKE BRAKE WITH NOTHING AROUND OR IN SIGHT. THERE ARE NO CODES IN THE SYSTEM. DID NOT CLEAR ANYTHING SINCE JEEP CAME BACK. IM GUESSING YOU WANT ME TO SEND THIS IN ANYWAYS? JUST CLEARING THINGS UP.

Updated: 05/06/2015 11:46:24 By T0544JC

OKAY SENT 2 SCAN REPORTS SORRY, AND SENT A CONFIGURATION REPORT ASWELL. NO DTC'S AT THIS TIME FOR CONCERN. LAST DTC THAT WAS IN SYSTEM BEFORE REPAIRS WAS IN THE FFCM C14A5-00 ACTIVE AND WAS THE REASON THE FFCM WAS REPLACED. THANK YOU

Updated: 05/07/2015 13:43:05 By T0544JC

YES.... BUT NOT CODES RETURN WHEN I HAPPENS THERE WILL BE NOTHING IN SIGHT. IT HAPPEN EVEN WHEN GETTING ON THE HIGH WAY ON AN ON RAMP WITH NOTHING INFRONT OF ME OR BESIDE ME.

Updated: 05/07/2015 15:59:43 By T0544JC

RESOLUTION

Mike, If the codes haven't yet been cleared; please send in a VEHICLE SCAN REPORT and CONFIGURATION REPORT from the witech1 to the star support center. You can also send it as a PDF via email to (joseph.cetrone@fcagroup.com) Let me know once you have sent it. Thanks, Joe

Updated: 05/05/2015 18:40:47 By T0544JC

Mike, yes. I may be able to see something in configuration. Maybe not. I do however, need the exact code (s) that were in there and what modules they were in. Thanks, Joe

Updated: 05/06/2015 11:46:24 By T0544JC

Mike, are you able to duplicate this complaint? Joe

Updated: 05/07/2015 13:43:05 By T0544JC

I called Mike and gave him star case S1308000274 for informational purposes. Also, trim piece was missing so gain proper access to RADAR so you can visually inspect it for any physical damage from hitting a parking block or rear ender. Perform the alignment procedure as we discussed to see if that fixes it as well. Joe

Updated: 05/07/2015 15:59:43 By T0544JC

PROPERLY INSTALLED CAMERA AND REALIGNED ACC ON BUMPER

Updated: 05/08/2015 11:13:52 By T0544JC

Field Report

VEHICLE

| | | | | | | |
|---------------------|------------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG8E | | Built Date | 08/29/2013 | Mileage | 11,734 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | M rket | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/07/2015 14:02:22 | By | T7720A0 |
| Updated | 05/08/2015 11:41:44 | By | T7720A0 |

CONTACT

| | | | | | |
|--------------------|------------------|-----------------------------|--------------|----------------|------------|
| Dealer | 65814 | AUDUBON CHRYSLER CENTER INC | Phone | (270) 826-1270 | |
| Address | 2945 US 41 NORTH | | | | |
| City | HENDERSON | State | KY | ZIP | 42420 2050 |
| Dealer Zone | 51 | County | HENDERSON | Country | USA |
| Tech | Eddie Williams | | | | |
| STAR | T7720A0 | | | | |

CUSTOMER CONCERN

ACC/FCW will come on in dash no codes
Updated: 05/07/2015 14:02:22 By T7720A0
ACC/FCW unavailable clean lens lens has been clean
Updated: 05/07/2015 16:07:55 By T7720A0

RESOLUTION

Eddie what's the message displayed?
Updated: 05/07/2015 14:02:22 By T7720A0
Eddie did you try aligning the ACW. See if it was just knocked off alignment. That unit is 1500 I want to make sure we check everything first before we replace it. Check the mounting ball studs for loose, check the wiring and connections.
Updated: 05/07/2015 16:07:55 By T7720A0
alig sensor
Updated: 05/08/2015 11:41:44 By T7720A0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJGX | EC [REDACTED] | Built Date | 09/19/2013 | Mileage | 21,232 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------------|
| Case Ref | [REDACTED] | Component Group | 23 - BODY/SHEET METAL |
| Customer Complaint | AP | INTERIOR APPEARANCE | |
| Created | 05/08/2015 14:20:12 | By | T6104LN |
| Updated | 05/12/2015 15:16:07 | By | T6104LN |

CONTACT

| | | | | | | |
|--------------------|------------------------|-----------------------------|--------------|----------------|------------|--|
| Dealer | 45139 | CHILSON CHRYSLER DODGE, LLC | Phone | 715) 832-4511 | | |
| Address | 1983 S PRAIRIE VIEW RD | | | | | |
| City | CHIPPEWA FALLS | State | WI | ZIP | 54729 5588 | |
| Dealer Zone | 51 | County | CHIPPEWA | Country | USA | |
| Tech | ORION MILLER | | | | | |
| STAR | T6104LN | | | | | |

CUSTOMER CONCERN

drives down road brake light comes on with no one in front of him and foot not on the pedel
Updated: 05/08/2015 14:20:12 By T6104LN

RESOLUTION

Tech called in for assistance. There are two concerns here: 1) the mount bracket that is fused to the glass is not in proper alignment as it is sitting too high. Tech found the FCM loose and un-mounted. replace the windshield. For DTC u1215, check two CAN C circuits D348 and D349. Check the aqua in line connector I7001 for poor pin fit. Clear all DTCs calibrate and test. Thanks! Larry

Updated: 05/08/2015 14:20:12 By T6104LN

status??

Updated: 05/12/2015 10:27:07 By T6104LN

aftermarket window. customer to deal with glass company first

Updated: 05/12/2015 15:16:07 By T6104LN

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG8 | EC1 | Built Date | 05/29/2013 | Mileage | 33,086 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/11/2015 13:38:56 | By | T6214CH |
| Updated | 05/15/2015 14:16:15 | By | T6214CH |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 26743 | RANCHO CHRYSLER JEEP DODGE RAM | Phone | (858) 560-7100 | |
| Address | 8010 BALBOA AVENUE | | | | |
| City | SAN DIEGO | State | CA | ZIP | 92111 2417 |
| Dealer Zone | 71 | County | SAN DIEGO | Country | USA |
| Tech | Steve Hann | | | | |
| STAR | T6214CH | | | | |

CUSTOMER CONCERN

THE BRAKE LIGHT COMES ON ON DASH MOSTLY IN CRUISE MODE AND VEHICLE WILL BRAKE FOR NO REASON NO DTCS

Updated: 05/11/2015 13:38:56 By T6214CH

I DROVE THE VEHICLE AND IT HAPPENED TO ME ON NORMAL CRUISE SETTING NOT ADAPTIVE CRUISE THE BRAKE LIGHT ON THE DASH CAME ON AND CHIMED TO BRAKE WITH NOTHING IN FRONT OF ME I AM CHECKING THE THINKS YOU MENTIONED VEHICLE HISTORY ETC AND THERE IS NEVER A CODE EITHER STORED OR ACCTIVE FOR ANYTHING RELATED TO THIS PROBLEM

Updated: 05/12/2015 18:37:44 By T6214CH

RESOLUTION

Hey Steve, just tried to call you. Your cell is busy, the Dealer number disconnected on me. Any modifications (Wheels/Tires, Remote Start, Alarm System etc)---any codes at all active or stored? Please review Star Case S1308000274 - This is a great document for your management team to inform the customer how the forward crash warning system functions. If we can duplicate this, I would suspect something with the Radar/Camera in the front grill. Has this been in an accident? If at this time all systems are operating as designed, we probably should return the vehicle to the customer and wait until any potential concern fully manifests itself. Let me know, Craig

Updated: 05/11/2015 13:38:56 By T6214CH

Called Steve to better clarify the concern. Ok Steve, I'm suspecting the forward facing Radar as well. After re-learning the calibration, hit me back and let me know. Also, advise the customer that the Active Braking can be turned off as well. Let me know, Craig

Updated: 05/12/2015 18:37:44 By T6214CH

DRIVE CYCLE RELEARN RADAR SENSOR

Updated: 05/15/2015 14:16:15 By T6214CH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG9 | EC [REDACTED] | Built Date | 04/05/2013 | Mileage | 4,003 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CH | CRUISE WILL NOT HOLD/SET SPEED | |
| Created | 05/11/2015 19:14:58 | By | T7243KH |
| Updated | 05/26/2015 16:01:35 | By | T7243KH |

CONTACT

| | | | | | |
|--------------------|--------------------------|--------------------------|----------------------|--------------------------|----------------------|
| Dealer | <input type="checkbox"/> | <input type="checkbox"/> | Phone | <input type="checkbox"/> | |
| Address | <input type="text"/> | | | | |
| City | <input type="text"/> | State | <input type="text"/> | ZIP | <input type="text"/> |
| Dealer Zone | <input type="text"/> | County | <input type="text"/> | Country | <input type="text"/> |
| Tech | <input type="text"/> | | | | |
| STAR | T7243KH | | | | |

CUSTOMER CONCERN

CUSTOMER COMPLAINS THAT THE ADAPTIVE CRUISE GOES OFF WHEN THE COLLISION AVOIDANCE TURNS OFF AND THEN RANDOMLY COME BACK ON SOMETIMES 10 MINUTES LATER

Updated: 05/11/2015 19:14:58 By T7243KH

ACTUALLY I DID A RECONFIGURE ON THE VEHICLE AND RETURNED IT TO THE CUSTOMER HAVE NOT HAD THE VEHICLE RETURN AT THIS TIME

Updated: 05/26/2015 16:01:35 By T7243KH

RESOLUTION

John no known issue and you need to verify the issue next so you know what its doing and try doing alignment and see if you get a change thanks Ken

Updated: 05/11/2015 19:14:58 By T7243KH

How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job. Ken

Updated: 05/15/2015 22:26:08 By T7243KH

How are you doing with the vehicle, have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please reply back ASAP. If you have repaired the vehicle please close the ticket and give details on what fixed it Or if car is gone then close the ticket and when it returns you can reopen to do the work and thanks for a good job. Ken

Updated: 05/19/2015 23:30:39 By T7243KH

Need your response ASAP on this or we can call but let me know, but we need a update of this or you can close the ticket, but if you need more help let us know thanks Ken

Updated: 05/22/2015 22:08:55 By T7243KH

John due to the lenght of time go ahead and close the ticket and if they do return just start a new one and use this ticket as a referance thanks Ken

Updated: 05/26/2015 16:01:35 By T7243KH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT7 | EC [REDACTED] | Built Date | 06/08/2013 | Mileage | 1 ,706 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/12/2015 12:42:36 | By | T7720A0 |
| Updated | 05/18/2015 10:51:39 | By | T7720A0 |

CONTACT

| | | | | | |
|--------------------|-----------------|---------------------------|--------------|----------------|------------|
| Dealer | 42081 | CROWN DODGE CHRYSLER JEEP | Phone | (805) 656-6669 | |
| Address | 6300 KING | | | | |
| City | VENTURA | State | CA | ZIP | 93003 8586 |
| Dealer Zone | 71 | County | VENTURA | Country | USA |
| Tech | Gregory Mccolly | | | | |
| STAR | T7720A0 | | | | |

CUSTOMER CONCERN

brake warning message comes on while driving and no one is around.
Updated: 05/12/2015 12:42:36 By T7720A0

RESOLUTION

Gregory no known issue, check and clean the ACC lens. Check alignment. if your unable to duplicate there's not much more you can do.
Updated: 05/12/2015 12:42:36 By T7720A0
REPLACED THE ACC SENSOR
Updated: 05/18/2015 10:51:39 By T7720A0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJM9 | EC [REDACTED] | Built Date | 01/11/2014 | Mileage | 13,533 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|------------------------------|
| Case Ref | [REDACTED] | Component Group | 21M - MANUAL TRANS OR T/CASE |
| Customer Complaint | WLI | AIR BAG WARNING LAMP ILLUMINATED | |
| Created | 05/18/2015 18:17:03 | By | T1885SH |
| Updated | 05/26/2015 11:14:50 | By | T1885SH |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|---|---------|---------------------|
| C1438 | Transfer Case Differential Clutch Worn | T3076SB | 04/14/2013 01:25:00 |
| C1476 | Transfer Case Clutch Position Out of Range | T3076SB | 04/14/2013 01:25:00 |
| U0140 | Lost Communication With Body Control Module | T3076SB | 04/14/2013 01:25:00 |
| U0403 | IMPLAUSIBLE DATA RECEIVED FROM T-CASE | T4754AC | 04/14/2013 01:25:46 |

CONTACT

| | | | |
|--------------------|----------------------|----------------|----------------------|
| Dealer | <input type="text"/> | Phone | <input type="text"/> |
| Address | <input type="text"/> | | |
| City | State | ZIP | <input type="text"/> |
| Dealer Zone | County | Country | <input type="text"/> |
| Tech | <input type="text"/> | | |
| STAR | T1885SH | | |

CUSTOMER CONCERN

CUSTOMER WAITING - JEFFREY HUNTER, GLENN POLK AUTOPLEX, Brandon/SA - ECW and adaptive cruise control lights came on twice. SA found 2 pages of stored codes, requesting TS.

Updated: 05/18/2015 18:17:03 By T1885SH

RESOLUTION

Contacted the dealer and spoke to SA and Tech Brandon. He advised that the following DTC were setting as stored: C1438, C1476, U0403, U0140. Tech has sent in scan report, and states U0140 was set in multiple modules. Tech has checked external wiring with NTF Advised the tech to check coolant sensor for coolant leak and wicking in harness. Also advised the tech to check transfer case fluid, both per set DTC's and previous cases. Dealer to report back to my direct # with results.

Updated: 05/18/2015 18:17:03 By T1885SH

Contacted by the SA Jason, who advised that the transfer case fluid was distressed and black, and smelled burnt. I requested the dealer send me pictures and provided my email address. Dealer to replace the transfer case and report back on status to my direct #.

Updated: 05/19/2015 12:12:53 By T1885SH

Contacted the dealer and spoke to Tech Brandon, who advised that the transfer case resolved the concern. Advised the dealer that I will close the case, and they have my direct # for contact. Dealer to submit as RA type claim.

Updated: 05/26/2015 11:14:50 By T1885SH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJM0 | EC4 [REDACTED] | Built Date | 04/04/2014 | Mileage | 21,032 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PFS | CASHMERE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/19/2015 12:25:55 | By | T6214CH |
| Updated | 05/26/2015 16:27:46 | By | T6214CH |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| B2861-15 | Mirror Approach Light Control-Circuit Short to Battery or Open | T3076SB | 04/14/2013 01:25:00 |
| C2212-00 | ECU In - Plant Mode- | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | |
|--------------------|----------------------|----------------|----------------------|
| Dealer | <input type="text"/> | Phone | <input type="text"/> |
| Address | <input type="text"/> | | |
| City | State | ZIP | <input type="text"/> |
| Dealer Zone | County | Country | <input type="text"/> |
| Tech | <input type="text"/> | | |
| STAR | T6214CH | | |

CUSTOMER CONCERN

Customer states forward collision waring light is coming on.

Updated: 05/19/2015 12:25:55 By T6214CH

Craig, no aftermarket modifications, it is a summit so it has all the factory options as far as remote start and alarm. the only active codes i have at this point are C008f-00, C2212-00, B2861-15. my cell is (248)924-4468 call anytime and i can pull the vehicle in the shop. Erik

Updated: 05/20/2015 18:40:54 By T6214CH

Not a problem Criag, No body work or accidents for this vehicle i am wondering if we need to replace the Sensor in the fascia? Erik

Updated: 05/21/2015 13:00:04 By T6214CH

RESOLUTION

Hey Erik, any modifications (Wheels/Tires, Remote Start, Alarm System ETC)---Codes at all active or stored? Send me a good number and time window to call you, Craig

Updated: 05/19/2015 12:25:55 By T6214CH

Hey Erik, I was out of the office on a family emergency today, I'm very sorry for the delayed response. Since the ACC Radar sensor is the primary Module for the forward crash Warning system, were any repairs/adjustments made to that--- has this been in an accident or had body work that we know of? Let me know, Craig

Updated: 05/20/2015 18:40:54 By T6214CH

Hey Erik, yes, I'm suspecting the Radar Sensor as well. Per Dealer Connect, The sensor pivots on the fixed ball stud while the two adjustable ball studs allow the sensor to be vertically aligned after installation using an ACC vertical

alignment special tool and a 3.5 millimeter hex nut driver special tool. Horizontal alignment is performed electronically using a diagnostic scan tool during a ten minute drive at a steady, predetermined speed following completion of the vertical alignment. The adjustable ball studs and the ACC sensor cannot be repaired. If ineffective or damaged the entire sensor unit must be replaced. The three plastic ball socket clips in the sensor mounting bracket must also be replaced each time the ACC sensor is removed from and reinstalled onto the mounting bracket. Let me know, Craig

Updated: 05/21/2015 13:00:04 By T6214CH

customer has taken vehicle. concern is not fixed

Updated: 05/26/2015 16:27:46 By T6214CH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG4 | EC [REDACTED] | Built Date | 09/07/2013 | Mileage | 21,548 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | M rket | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 05/20/2015 09:28:18 | By | T5880SL |
| Updated | 06/01/2015 16:17:46 | By | T5643J0 |

CONTACT

| | | | | | |
|--------------------|-----------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 24154 | NORTHWEST CHRYSLER JEEP DODGE | Phone | (503) 646-5111 | |
| Address | 10600 S W CANYON ROAD | | | | |
| City | BEAVERTON | State | OR | ZIP | 97005 1823 |
| Dealer Zone | 70 | County | WASHINGTON | Country | USA |
| Tech | Damien Walker | | | | |
| STAR | T5643J0 | | | | |

CUSTOMER CONCERN

| |
|---|
| <p>INTERM ACC NOT AVAIL/BLINDED MESSAGE ON DASH <i>Updated: 05/20/2015 09:28:18 By T5880SL</i></p> <p>NO DAMAGE. YES CODE IS IN ACC. NO MODIFICATIONS. DOESNT THE CALIBRATION TEST USE THE MODULE IN FASCIA TO RUN TEST? CONNECTIONS AND GROUND ARE GOOD. THE CALIBRATION TEST COMPLETED WHEN I ORIGINALLY PUT IN ACC MODULE. <i>Updated: 05/21/2015 16:26:35 By T5880SL</i></p> <p>CUST ALSO STATES AUTO BRAKE ENGAGING RANDOMLY. THE MESSAGE THAT COMES ON SCREN INTERM IS ACC/FCW UNAVAILABLE WIPE FRONT RADAR SENSOR. SENSOR IS NOT OBSTRUCTED IN ANY WAY. IT IS PROPERLY MOUNTED AND NO DAMAGE. CONNECTOR IS TIGHT TO MODULE. <i>Updated: 05/21/2015 16:26:35 By T5880SL</i></p> <p>HELLO???</p> <p><i>Updated: 05/21/2015 16:26:35 By T5880SL</i></p> <p>REPLACED ACC MODULE. CALIBRATION PASSED. TEST DROVE VEH AN ADDITIONAL 10 MI AFTER CALIBRATION. MESSAGE NEVER APPERARED ON SCREEN AGAIN. DELIVERED VEH TO CUST. MESSAGE STILL POPPING UP INTERMITENLY WHEN ACC BUTTON IS PUSHED FOR ACTIVATION. WAS ABLE TO DUPLICATE DURING TEST DRIVE. <i>Updated: 05/28/2015 11:52:03 By T5880SL</i></p> |
|---|

RESOLUTION

| |
|--|
| <p>Damien, I am assuming this code is set in the ACC, not the FFCM, correct? Is there any body damage? Is the camera installed correctly in the bumper? If there are no suspension modifications and the windshield has not been replaced, I would check connections at the mirror and ACC module in the front bumper fascia for corroded, spread or pushed out pins and ACC module ground. Steve <i>Updated: 05/20/2015 09:28:18 By T5880SL</i></p> |
|--|

Called dealer to speak with Damien. Since calibration routine fails at 8%, I recommended he replace the ACC module/radar sensor again. Steve

Updated: 05/21/2015 16:26:35 By T5880SL

Called dealer to speak with Damien. He was not in yet, so his SA and I discussed this case. If the windshield is aftermarket, this causes issues with calibrating the FFC. If this is the original windshield, or a MOPAR windshield, the only other option is to replace the FCCM. Steve

Updated: 05/28/2015 11:52:03 By T5880SL

Called dealer for update, no answer in service. Call back will be 6/2/15 unless updated or closed.

Updated: 06/01/2015 15:07:16 By T5643J0

REPLACED FCCM

Updated: 06/01/2015 16:17:46 By T5643J0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT5 | EO [REDACTED] | Built Date | 04/03/2013 | Mileage | 27,853 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | B | INOPERATIVE | |
| Created | 05/20/2015 12 12 25 | By | T7720A0 |
| Updated | 06/01/2015 09:19:36 | By | T6295M0 |

CONTACT

| | | | | | |
|--------------------|-------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 67703 | HUFFINES CHRYSLER JEEP DODGE RAM | Phone | (972) 867-6000 | |
| Address | 4500 W PLANO PKWY | | | | |
| City | PLANO | State | TX | ZIP | 75093 5607 |
| Dealer Zone | 63 | County | COLLIN | Country | USA |
| Tech | Jeff Norton | | | | |
| STAR | T6295M0 | | | | |

CUSTOMER CONCERN

SPEED CONTROL IN AND CLUSTER DISPLAYS ACC/FCM UNAVAILABLE WIPE FRONT RADAR SENSOR
Updated: 05/20/2015 12:12:25 By T7720A0

RESOLUTION

Jeff if the ACC grille bezel and cover are missing they should be replaced and installed. Then clean the lens and align the sensor.

Updated: 05/20/2015 12:12:25 By T7720A0

Dealer was un responsive. 5/29

Updated: 05/29/2015 11:43:22 By T6295M0

Dealer was un responsive.

Updated: 06/01/2015 09:19:36 By T6295M0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|-----------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT3 | EC | Built Date | 06/08/2013 | Mileage | 8,646 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | IB | INOPERATIVE | |
| Created | 05/20/2015 19:38:39 | By | T2641FJ |
| Updated | 06/26/2015 13:52:53 | By | T5643J0 |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|--|---------|---------------------|
| B1D9B-54 | Seat Horizontal Front Stop Not Learned-Missing Calibration | T3076SB | 04/14/2013 01:25:00 |
| B212D-13 | Ignition Run Only Input-Circuit Open | T3076SB | 04/14/2013 01:25:00 |
| C008E-00 | ECU Internal Performance- | T3076SB | 04/14/2013 01:25:00 |
| C1082-02 | Vacuum Pressure Sensor - General Signal Failure | T3076SB | 04/14/2013 01:25:00 |
| U0100-00 | Lost Communication With ECM/PCM - | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|--------------------|--------------------------------|--------------|----------------|------------|
| Dealer | 24165 | AUTONATION CHRYSLER DODGE JEEP | Phone | (206) 365-3530 | |
| Address | 13733 AURORA AVE N | | | | |
| City | SEATTLE | State | WA | ZIP | 98133 6912 |
| Dealer Zone | 70 | County | KING | Country | USA |
| Tech | Larry Johnson | | | | |
| STAR | T5643J0 | | | | |

CUSTOMER CONCERN

UCONNECT AND NAV FREEZES UP (LOCKS UP) UNTIL KEY IS RECYCLED

Updated: 05/20/2015 19:38:39 By T2641FJ

Perform the P67 recall and found the stored fault c008e-00 went from stored to active, then back to stored after key cycle, according to diagnostic chart I need to replace the FFCM and recalibrate. customer was waiting and took the Jeep. please advise

Updated: 06/01/2015 11:28:35 By T8068S0

Perform the P67 recall and found the stored fault c008e-00 went from stored to active, then back to stored after key cycle, according to diagnostic chart I need to replace the FFCM and recalibrate. customer was waiting and took the Jeep. please advise

Updated: 06/01/2015 11:28:35 By T8068S0

BOTH THE FFCM AND THE ACC WERE BOTH ACTIVE

Updated: 06/01/2015 11:28:35 By T8068S0

The U-connect and Nav have been locking up intermittently since the customer had it new. The radio has been updated to the newest version. It came in with the faults under the visit when this case was open. Jeep left because customer wants to wait. I then advise the customer per Feras we needed to perform the P67 recall and try to duplicate the concern. Customer came in and waited while I did the recall, after I cleared the DTC's after the recall I had two active DTC's, c008e-00 internal performance for the FFCM AND THE ACC. As soon as the key was cycled the DTC's to stored.

Customer told me that the ACC would work sometime and sometime not. Jeep is not here at this time. do I order the foreword facing camera because I had the active DTC according to the diagnosis sheet. please advise

Updated: 06/01/2015 13:32:55 By T8068S0

Thank you Scott, I will order and get the jeep back in here when it gets here and install it and get the data off the radio and email it to you. it may be a few days

Updated: 06/01/2015 14:09:33 By T8068S0

We will order the mirror and the radio, the jeep will be here until then and then we will install the parts- retest and update you

Updated: 06/18/2015 16:47:14 By T8068S0

THE RADIO WAS SOP, TWO WEEKS OUT, CUSTOMER TOOK JEEP AND CALLED ME BACK YESTERDAY AND TOLD ME THE ACC MESSAGE ::: ACC LIMITED FUNCTIONS,CUSTOMER SAYS THIS HAPPEN RAMDOMLY ABOUT EVERY TWO WEEKS BUT THE ACC STILL FUNCTIONS.HE HAS IGNOIRED IT IN THE PASS BUT IDS NOW CONCERN ABOUT IT. PLEASE ADVISE

Updated: 06/25/2015 11:48:18 By T5643J0

THANK YOU

Updated: 06/25/2015 16:38:05 By T8068S0

I DON-T KNOW UNTIL THE SOP RADIO COMES IN, ITS STILL A WEEK AWAY

Updated: 06/26/2015 10:17:43 By T8068S0

Closing case per "waiting on parts" with instruction to contact STAR if needed at a later time.

Updated: 06/26/2015 13:49:10 By T5643J0

RESOLUTION

Larry, I have no similar cases, bulletins or Star Online Cases dealing with anything close to this. I find it hard to beleive that we have that many issue with all different modules at the same time. Please start by performing the ORC Safety Recall P67. The only other module that might be a definite candidate would be the module setting the internal failure code C008E-00 was that the FFCM or AAC? I would concentrate on trying to duplicate a concern after the safety recall is completed. Thanks, Feras

Updated: 05/20/2015 19:38:39 By T2641FJ

Larry, My name is Scott and I am taking over this case for Feras. What is the concern at this time? Is the NAV./ Uconnect still locking up? Scott

Updated: 06/01/2015 11:28:35 By T8068S0

Larry, If the flow chart leads to replacing this then yes lets replace and retest. As far as the Uconnect and NAV issues Will you get the ecall logs, FAT32 reformat a 2gig usb jump stick. Insert usb into the computer. Go to my computer. Right click on usb device. Select format, select file system. Select FAT32 default. Select start. Turn vehicle to run. Insert formatted usb into media hub. Press and hold the drivers side temp up and temp down keys for 10 seconds. The radio will go into engineering mode. Scroll down and press "move ecall log to usb" Please send the files in the ecall logs to my email. StarAudio@FCAGroup.com Reference the VIN and the case# in the title, Alsop make it ATT: Scott. So that I can forward to engineering for further review. Let me know after you have been able to send the ecall logs, please include the vin in the email. Scott

Updated: 06/01/2015 13:32:55 By T8068S0

Larry, that is fine. At this time please close this case and reopen when customer returns. Scott

Updated: 06/01/2015 14:09:33 By T8068S0

JEEP IS NOT HERE, HAD TO SOP FCCM AND GET JEEP IN TO GET DATA NEEDED FOR AGENT. Technician Closure Requested

Updated: 06/01/2015 14:33:37 By T8068S0

Additional information required. Larry, I have received the Ecall logs you sent. I will send them for review. Scott

Updated: 06/18/2015 12:36:39 By T8068S0

Larry, Lets swap out the mirror and then replace the radio on this vehicle and retest. Scott

Updated: 06/18/2015 12:50:48 By T8068S0

Larry, If after replacing these and retesting and no issues please close this case. Scott

Updated: 06/18/2015 16:47:14 By T8068S0

Found replaced mirror and cruise control sensor module. Closing case with instruction to contact STAR if needed at a later time.

Updated: 06/24/2015 19:01:11 By T5643J0

Thank you for the update. Reassigning to agent for handling or closure after repair is complete.

Updated: 06/25/2015 11:48:18 By T5643J0

Larry, Is the original concern been repaired? If so lets close this case an open a new one for the ACC concern. Scott

Updated: 06/25/2015 16:38:05 By T8068S0

Larry, Lets close this case at this time. After radio comes in if further assistance is needed then reopen this case and we will be glad to help. Scott

Updated: 06/26/2015 10:17:43 By T8068S0

Closing case per "waiting on parts" with instruction to contact STAR if needed at a later time.

Updated: 06/26/2015 10:42:54 By T5643J0

Thank you. - Jennifer

Updated: 06/26/2015 13:49:10 By T5643J0

NEED SOP RADIO TO VERFI REPAIR Technician Closure Requested

Updated: 06/26/2015 13:52:53 By T5643J0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|---------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBM8 | EC [REDACTED] | Built Date | 05/03/2014 | Mileage | 14,470 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | B | INOPERATIVE | |
| Created | 05/20/2015 19:55:01 | By | T7720A0 |
| Updated | 05/26/2015 14:09:05 | By | T7720A0 |

CONTACT

| | | | |
|--------------------|---------------|----------------|--|
| Dealer | | Phone | |
| Address | | | |
| City | State | ZIP | |
| Dealer Zone | County | Country | |
| Tech | | | |
| STAR | T7720A0 | | |

CUSTOMER CONCERN

| |
|--|
| Cruise control not working <i>Updated: 05/20/2015 19:55:01 By T7720A0</i> Cruise control not working Waiting on vehicle to return. <i>Updated: 05/26/2015 14:09:05 By T7720A0</i> |
|--|

RESOLUTION

| |
|---|
| Larry both faults suggest that the issue is with the FFCM replace the FFCM, make sure you do the alignment procedure on both the camera and the VCC. The FFCM is not part of the ACC module. 68231908AA <i>Updated: 05/20/2015 19:55:01 By T7720A0</i> Ok please close the case for now you can reopen it when the vehicle comes back in. <i>Updated: 05/26/2015 14:09:05 By T7720A0</i> |
|---|

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT6 | EC | Built Date | 02/26/2013 | Mileage | 34,587 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|--------------------|----|------------------------|-------------|
| Case Ref | | Component Group | 05 - BRAKES |
| Customer Co | nt | WQ | GRABS |
| Created | | 05/26/2015 18:14:37 | By T6214CH |
| Updated | | 06/01/2015 17:05:55 | By T6214CH |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|----------|---|---------|---------------------|
| U0264-00 | Lost Communication With Camera Module - Rear- | T3076SB | 04/14/2013 01:25:00 |
| U0402-00 | Implausible Data Received From TCM - | T3076SB | 04/14/2013 01:25:00 |
| U0414-00 | Implausible Data Received from FDCM- | T3076SB | 04/14/2013 01:25:00 |
| U1450-00 | Implausible DTCM Torque Message Received- | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 45476 | SUBURBAN CHRYSLER JEEP DODGE OF | Ph ne | (248) 585-8800 | |
| Address | 1790 MAPLELAWN DR | | | | |
| City | TROY | State | MI | ZIP | 48084 4611 |
| Dealer Zone | 42 | County | OAKLAND | Country | USA |
| Tech | David Visner | | | | |
| STAR | T6214CH | | | | |

CUSTOMER CONCERN

TRUCK BRAKES ON ITS OWN, SAME AS LAST REPORT I MADE, SAME TRUCK. WE PUT NEW CAMERA ON 2 1/2 MONTHS AGO. AND TRUCK WAS FINE. JUST THE OTHER DAY, TRUCK DID BREAK ON ITS OWN AGAIN. WE HAVE TEST DROVE TRUCK AGAIN, AND NOT ABLE TO DEPLICATE. NO DTC'S. IN FACT THE SYSTEM WONT EVEN APPLY THE BRAKES WHEN TESTING. PLEASE LET ME KNOW WHAT YOU COME UP WITH, OR WOULD LIKE ME TO CHECK. THANKS DAVE.

Updated: 05/26/2015 18:14:37 By T6214CH

U0402-00 STORED U0264-00 STORED U0414-00 STORED U1450-00 STORED THE ACC IN NOT WORKING PROPERLY, DOES NOT BREAK WHEN YOU COME UP ON CARS AS SHOULD. AND NO CODES FOR IT, OR ANYTHING RELATED.

Updated: 05/27/2015 14:59:44 By T6214CH

RESOLUTION

Hey David, any modifications (Wheels/Tires, Remote Start, Alarm System etc)---any codes at all active or stored? Please review Star Case S1308000274 - This is a great document for your management team to inform the customer how the forward crash warning system functions. If we can duplicate this, I would suspect something with the Radar/Camera in the front grill. That is the main module for this system. Has this been in an accident? If at this time all systems are operating as designed, we probably should return the vehicle to the customer and wait until any potential concern fully manifests itself. Let me know, Craig

Updated: 05/26/2015 18:14:37 By T6214CH

Ok David, let's follow the diag charts for our codes and report your results. I'm suspecting the ADAPTIVE SPEED CONTROL SENSOR. Let me know, Craig

Updated: 05/27/2015 14:59:44 By T6214CH

SYSTEM WAS WORKING GOOD, GAVE BACK TO CUSTOMER

Updated: 06/01/2015 17:05:55 By T6214CH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJG6 | EC3 [REDACTED] | Built Date | 10/24/2013 | Mileage | 17,290 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PEP | DEEP AUBURN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/28/2015 09:25:04 | By | T4307DW |
| Updated | 06/05/2015 16:49:28 | By | T4307DW |

CONTACT

| | | | | | |
|--------------------|----------------|-------------------------|--------------|----------------|------------|
| Dealer | 67858 | MOORE CHRYSLER-JEEP INC | Phone | (623) 972-6004 | |
| Address | 8600 W BELL RD | | | | |
| City | PEORIA | State | AZ | ZIP | 85382 3708 |
| Dealer Zone | 70 | County | MARICOPA | Country | USA |
| Tech | ANDRES CORRAL | | | | |
| STAR | T4307DW | | | | |

CUSTOMER CONCERN

WHEN CRUISE IS ENGAGE, WILL GO OFF, AND SAID, CLEAN LENCE
Updated: 05/28/2015 09:25:04 By T4307DW

RESOLUTION

Andres, make sure there are no aftermarket parts on the front of the vehicle. Make sure that the front lens is clean and free of debris. Perform ADAPTIVE SPEED CONTROL SENSOR ALIGNMENT (see procedure in tech connect). If the message still comes back after all of this, replace sensor. Thanks, GlennW

Updated: 05/28/2015 09:25:04 By T4307DW

FCM

Updated: 06/05/2015 16:49:28 By T4307DW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|---|----------------|-------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBM3 | EC [REDACTED] | Built Date | 08/24/2013 | Mileage | 8,670 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/28/2015 13:38:54 | By | T5211FW |
| Updated | 06/05/2015 10:21:48 | By | T6294E0 |

CONTACT

| | | | | | |
|--------------------|---------------------------|----------------|--------------|----------------|------------|
| Dealer | 26634 | EXECUTIVE JEEP | Phone | (203) 239-5371 | |
| Address | 900 UNIVERSAL DRIVE NORTH | | | | |
| City | NORTH HAVEN | State | CT | ZIP | 06473 3110 |
| Dealer Zone | 32 | County | NEW HAVEN | Country | USA |
| Tech | Nicholas Tsialas | | | | |
| STAR | T6294E0 | | | | |

CUSTOMER CONCERN

wipe front sensor comes on in the cluster and vehicle keeps braking
Updated: 05/28/2015 13:38:54 By T5211FW
yes it was out by just a little
Updated: 05/29/2015 10:58:39 By T5211FW
yes went with a road test with the customer and was able to duplicate the wipe front sensor
Updated: 05/29/2015 11:21:03 By T5211FW
its at any time
Updated: 05/29/2015 13:11:44 By T5211FW

RESOLUTION

Hi Nicholas, was the sensor out of alignment when you checked it? Frank.
Updated: 05/28/2015 13:38:54 By T5211FW
Ok Nicholas. Have you duplicated the concern after the sensor was realigned? Frank.
Updated: 05/29/2015 10:58:39 By T5211FW
Ok Nicholas. Does this only happen when the ACC is engaged or is it at any time? Frank.
Updated: 05/29/2015 11:21:03 By T5211FW
Ok Nicholas, Lets perform a battery disconnect and capacitive discharge on the vehicle by touching the cables together for 5 minutes, then retesting for the concern. If you cant duplicate the concern again, we're done. If you do, we likely need to replace the ACC module. Let me know what happens. Frank.
Updated: 05/29/2015 13:11:44 By T5211FW
Hi Nicholas, I haven't heard from you in a while, when you have time please update the case or close the ticket if the vehicle is repaired and/or returned to the customer. Frank.
Updated: 06/02/2015 13:11:22 By T5211FW

Called dealer in an attempt to gather updated info on this concern, service was unavailable. Nicholas, please contact us if further STAR assistance is needed or update and close ticket.-Thanks, Edna

Updated: 06/04/2015 15:43:39 By T6294E0

After 2 unsuccessful attempts to obtain repair status , closing case with instruction to contact STAR center if needed for assistance at a later date.

Updated: 06/05/2015 10:21:48 By T6294E0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCGX | EC [REDACTED] | Built Date | 06/25/2013 | Mileage | 35,430 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PBU | TRUE BLUE PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 05/28/2015 17:57:33 | By | T4307DW |
| Updated | 06/01/2015 13:29:41 | By | T4307DW |

CONTACT

| | | | | | | |
|--------------------|-----------------------|-------------------------------|--------------|----------------|------------|--|
| Dealer | 60136 | FAIR OAKS CHRYSLER JEEP DODGE | Phone | (703) 961-9900 | | |
| Address | 4170 AUTO PARK CIRCLE | | | | | |
| City | CHANTILLY | State | VA | ZIP | 20151 1225 | |
| Dealer Zone | 35 | County | FAIRFAX CO) | Country | USA | |
| Tech | Michael Gidda | | | | | |
| STAR | T4307DW | | | | | |

CUSTOMER CONCERN

ADAPTIVE CRUISE CONTROL SHUTS OFF BY ITSELF, ALSO DETECTS FORWARD COLLISONT WITH NOTHING IN FRONT OF VEHICLE.

Updated: 05/28/2015 17:57:33 By T4307DW

RESOLUTION

Michael, make sure that there aren't any aftermarket components in view of the front sensor. Make sure front sensor is clean. Perform alignment procedure on front sensor. If you have completed all of this already, and still had the condition present, replace the front ACC sensor. Thanks, GlennW

Updated: 05/28/2015 17:57:33 By T4307DW

replace ACC module and performed alignment on ACC system.

Updated: 06/01/2015 13:29:41 By T4307DW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM3 | EC3 | Built Date | 2/16/2013 | Mileage | 0,125 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|----------------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| Created | 05/28/2015 17:59:44 | By | T6000JW |
| Updated | 06/09/2015 16:21:54 | By | T5643J0 |

CONTACT

| | | | | | |
|--------------------|----------------|------------------------------|--------------|----------------|------------|
| Dealer | 44064 | HOMETOWN MOTORS INCORPORATED | Phone | (208) 549-3310 | |
| Address | 602 HIGHWAY 95 | | | | |
| City | WEISER | State | ID | ZIP | 83672 5724 |
| Dealer Zone | 70 | County | WASHINGTON | Country | USA |
| Tech | Jacob Wilde | | | | |
| STAR | T5643J0 | | | | |

CUSTOMER CONCERN

on 5/27 customer wanted pcm and tcm flashed and said his cruise control wasn't working. performed flashes and found code active u401-00 in the ascm. followed flow chart and found that the acc module needed replace. i found tech tip 68223771ah I called john wells at 2489440655 and left a detailed message but I recieved no call back. after 15 minutes I went ahead and order the acc module. 5/28 we received the acc module. I proceeded to install part and program and align the module into place. found that the cruise control started working but the u401-00 code was still in there and active. checked all the values and reflashed the pcm and tcm and code is still active in the ascm. everything we found keeps leading us to replace the acc module.

Updated: 05/28/2015 17:59:44 By T6000JW

ok that's the thing is the cruise control is working properly. and like you said all the air suspension is working correctly too its just saying service it.

Updated: 05/29/2015 09:04:28 By T6000JW

RESOLUTION

Jacob, Per the bulletin 18-023-15 REV. A engineering is looking into a repair for this concern of the U0401 code. Advise the customer they can drive the vehicle if they wish and the air suspension will operate as designed with a message on the cluster, If equipped with adaptive cruise control the feature will be disabled. Watch for a update for this bulletin. Thanks, Jim W

Updated: 05/28/2015 17:59:44 By T6000JW

Jacob, Hopefully we will have a solution very soon. Jim W

Updated: 05/29/2015 09:04:28 By T6000JW

Jacob, I was just informed the tsb software has been pulled back and the older version is back on line... So, to fix this vehicles it is necessary to replace the pcm with a new Generic PCM. Then flash it to the old level (which will show on the scan tool as the current level). Jim W

Updated: 05/29/2015 11:23:05 By T6000JW

Found replaced cruise control sensor module. Closing case with instruction to contact STAR if needed at a later time.

Updated: 06/09/2015 16:21:54 By T5643J0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFDJ0 | EC1 [REDACTED] | Built Date | 06/19/2013 | Mileage | 41,192 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|--------------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | CH | CRUISE WILL NOT HOLD/SET SPEED | |
| Created | 05/29/2015 06:27:35 | By | T2699JC |
| Updated | 05/29/2015 11:48:19 | By | T2699JC |

CONTACT

| | | | | | |
|--------------------|------------------------|-------------------------------|--------------|----------------|------------|
| Dealer | 60313 | CRYSTAL CHRYSLER, JEEP, DODGE | Phone | (760) 324-4557 | |
| Address | 36-444 AUTO PARK DRIVE | | | | |
| City | CATHEDRAL CITY | State | CA | ZIP | 92234 6500 |
| Dealer Zone | 71 | County | RIVERSIDE | Country | USA |
| Tech | David Yanos | | | | |
| STAR | T2699JC | | | | |

CUSTOMER CONCERN

Customer states that the cruise control (in normal cruise mode)not in adaptive intermittently)intermittently shuts off and the brake light comes on.

Updated: 05/29/2015 06:27:35 By T2699JC

RESOLUTION

David, no related cases -possible operator error. Test drive vehicle with customer to verify concern/proper operation-thanks Jeff C

Updated: 05/29/2015 06:27:35 By T2699JC

Instruct customer as to the operation.

Updated: 05/29/2015 11:48:19 By T2699JC

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBM6 | EC3 [REDACTED] | Built Date | 12/15/2013 | Mileage | 24,822 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|---------------------------------|
| Case Ref | [REDACTED] | Component Group | 18C - DIESEL ENGINE PERFORMANCE |
| Customer Complaint | ML | MIL ON | |
| Created | 06/01/2015 12:48:42 | By | T5002D1 |
| Updated | 06/11/2015 12:25:39 | By | T4366T0 |

DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | Date/Time |
|-------|---|---------|---------------------|
| U0140 | Lost Communication With Body Control Module | T3076SB | 04/14/2013 01:25:00 |

CONTACT

| | | | | | |
|--------------------|-----------------------|--------------------------|--------------|----------------|------------|
| Dealer | 43377 | WES FINCH AUTO PLAZA INC | Phone | (641) 236-3181 | |
| Address | 410 WEST STREET SOUTH | | | | |
| City | GRINNELL | State | IA | ZIP | 50112 8102 |
| Dealer Zone | 51 | County | POWESHIEK | Country | USA |
| Tech | Eric Van Weelden | | | | |
| STAR | T4366T0 | | | | |

CUSTOMER CONCERN

cruise is inop
Updated: 06/01/2015 12:48:42 By T5002D1

RESOLUTION

Eric, if the brake lights are staying on, review S1408000211. If not, call Witech and make sure that all modules are correctly programmed (888-witech-1) for cruise control. If they are, verify that the SCCM is seeing only one switch input at a time. If it sees more than one at a time, the cruise will not work. Usually the module with the U code is not the culprit. Thanks, Doug.

Updated: 06/01/2015 12:48:42 By T5002D1

Updated: 06/04/2015 11:44:31 By T8425J0

Eric per phone call replace this ecm and go back to AC flash and wait for the next flashes to come out. John

Updated: 06/04/2015 11:46:44 By T8425J0

Hi Eric. Per your call, even after replacing and programming to "AC" this morning, you still have the U0401 code and the ECM will not allow you to write the vin, and the vin will not transfer. You also have an active U0140 for loss of comm with center stack as well not. As for the injector calibrations, you'll have to read them directly off the injectors. When you initially programmed this ECM, you did so "without" value transfer. I'm going to send this up to Andy our master consultant for further review. Thanks, Tim W.

Updated: 06/11/2015 10:18:16 By T4366T0

Tech: disconnected battery for 20 min downloaded veh config, now vin is present in pcm, no codes returned

Updated: 06/11/2015 12:25:39 By T4366T0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|------------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJMX | EC [REDACTED] | Built Date | 11/06/2013 | Mileage | 10,000 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | S | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-------------|
| Case Ref | [REDACTED] | Component Group | 05 - BRAKES |
| Customer Complaint | WQ | GRABS | |
| Created | 06/03/2015 09:02:37 | By | T9439JR |
| Updated | 06/12/2015 14:45:21 | By | T9439JR |

CONTACT

| | | | | | |
|--------------------|---------------|------------------------------|--------------|----------------|------------|
| Dealer | 45420 | ROUTE 46 CHRYSLER JEEP DODGE | Phone | (973) 774-1000 | |
| Address | 1655 ROUTE 46 | | | | |
| City | LITTLE FALLS | State | NJ | ZIP | 07424 1717 |
| Dealer Zone | 32 | County | PASSAIC | Country | USA |
| Tech | Mark Luzniak | | | | |
| STAR | T9439JR | | | | |

CUSTOMER CONCERN

*****SPECIAL HANDLING I2R – VIN #EC [REDACTED] CAIR # [REDACTED] VIN # 1C4RJFJMXEC3 [REDACTED] Customer: [REDACTED]
[REDACTED] Dealership: Route 46 Chrysler Jeep Dodge Dealer Code: 45420 Dealer Phone#: 973-774-1000
Dealership Contact: SA Raul Cair Manager: TR878 Vehicle applies brakes by itself.
Updated: 06/03/2015 09:02:37 By T9439JR

RESOLUTION

Called the dealer and Raul is out in training today. Will be back tomorrow.
Updated: 06/03/2015 09:02:37 By T9439JR

Called and LVM with Rob Henry to give me an update on the vehicle diagnosis.
Updated: 06/05/2015 09:34:17 By T9439JR

Called and LVM with Peter to contact me back on customers status.
Updated: 06/08/2015 09:08:04 By T9439JR

Called and LVM again after 10 minute hold.
Updated: 06/08/2015 15:02:41 By T9439JR

Called and talked to Ryan and he said they been trying to replicate the forward collision causing the intermittent braking. The tech was able to get the forward collision to activate during the off ramp and thinks it seen a sign ahead versus closer. The tech performed the forward collision warning module alignment. Tech tried to duplicate concern like the original time it happened and could not. The ASM(Peter) is talking to me about this unit. He is going to drive the vehicle now. Looking for more info on the system.
Updated: 06/08/2015 16:45:07 By T9439JR

Called and LVM with Peter for update on customers vehicle.
Updated: 06/11/2015 12:52:35 By T9439JR

EXT 1071, Peter(ASM) called LVM again.
Updated: 06/11/2015 14:58:26 By T9439JR

Dealer called and gave the vehicle back to the customer couple days ago. they replaced a forward camera in the mirror for reason the brake assist came on when exiting off a on ramp from a sign from a distance. This camera has nothing to do with forward collision system. They turned off the brake assist feature. After they gave it back to the customer she said the brake warning came on along with another lamp or indicator. They are asking for assistance with the vehicle and customer. They do not have any training or understanding of this system.

Updated: 06/11/2015 17:02:08 By T9439JR

Called and spoke to Peter. Went over the Forward Collision Plus system with him. The vehicle is not there so we really cannot help at this point. They replaced the FCC trying to fix a concern there not sure how the system works. Peter mentioned they replaced the FCC because it was cheaper than the ACC module? Customer said they still have a problem since the dealer gave back the vehicle. When I asked Peter if they adjusted the ACC based on distance with the level tool he could not answer. The tech should be talking to us about this issue. TS is closing case since vehicle is not at the dealer.

Updated: 06/12/2015 14:45:21 By T9439JR

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCM5 | EC4 | Built Date | 01/23/2014 | Mileage | 30,510 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | OZ | INACCURATE | |
| Created | 06/04/2015 16:10:24 | By | T8257FP |
| Updated | 06/12/2015 11:27:05 | By | T8257FP |

CONTACT

| | | | | | | |
|--------------------|-----------------|-------------------------------|--------------|----------------|------------|--|
| Dealer | 60478 | SOUTHERN MAINE CHRYSLER DODGE | Phone | (207) 282-4101 | | |
| Address | 824 PORTLAND RD | | | | | |
| City | SACO | State | ME | ZIP | 04072 9672 | |
| Dealer Zone | 32 | County | YORK | Country | USA | |
| Tech | Scott Reguera | | | | | |
| STAR | T8257FP | | | | | |

CUSTOMER CONCERN

customer states they have a message on dash saying wipe front radar sensor. Also while going under an overpass message says brake on it

Updated: 06/04/2015 16:10:24 By T8257FP

No there is no damage anywhere on the vehicle. The sensor does not look damaged. The bracket holding it looks fine too.

Updated: 06/08/2015 09:53:51 By T8257FP

ok the vehicle is not here anymore. If it comes back in I will do that.

Updated: 06/08/2015 14:47:48 By T8257FP

RESOLUTION

Scott, has this vehicle ever been in a front end collision or have any damage to the front area of the vehicle. Fred

Updated: 06/04/2015 16:10:24 By T8257FP

Scott, if the codes haven't yet been cleared, please send in a VEHICLE SCAN & CONFIGURATION REPORTS from the wiTECH1 to the star support center. You can also send it as a PDF via email to (Frederick.periard@minacs.com). Please let me know once you have sent it. Thanks, Fred

Updated: 06/08/2015 09:53:51 By T8257FP

Scott, go ahead and close this ticket, when the vehicle come back, reopen this ticket or open a new one and reference this ticket, Fred

Updated: 06/08/2015 14:47:48 By T8257FP

the vehicle is not here

Updated: 06/12/2015 11:27:05 By T8257FP

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJM6 | EC [REDACTED] | Built Date | 01/20/2014 | Mileage | 9,158 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 06/05/2015 10:27:31 | By | T4307DW |
| Updated | 06/05/2015 11:55:47 | By | T4307DW |

CONTACT

| | | | | | |
|--------------------|-----------------|-------------------------------|--------------|----------------|------------|
| Dealer | 60483 | CROWN CHRYSLER DODGE JEEP RAM | Phone | (423) 591-6868 | |
| Address | 2120 CHAPMAN RD | | | | |
| City | CHATTANOOGA | State | TN | ZIP | 37421 1689 |
| Dealer Zone | 66 | County | HAMILTON | Country | USA |
| Tech | Dale Jones | | | | |
| STAR | T4307DW | | | | |

CUSTOMER CONCERN

ACC inop intermittently
Updated: 06/05/2015 10:27:31 By T4307DW

RESOLUTION

Hi, this is Glenn. I will be working on your ticket.
Updated: 06/05/2015 10:27:31 By T4307DW
Dale, could be a possible internal issue with the ACC sensor itself. Check the sensor mounting and adjustments (perform alignment procedure), make sure there are no signs of recent collision repairs. Check for suspension issues, vehicle loads. Check for aftermarket accessories including wheels/tires. Make sure all the modules are up to date. Thanks, GlennW
Updated: 06/05/2015 10:31:19 By T4307DW
gonna bring vehicle back when have more time to wait or drop vehicle off
Updated: 06/05/2015 11:55:47 By T4307DW

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJMX | EQ [REDACTED] | Built Date | 12/10/2013 | Mileage | 8,559 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | S | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | OZ | INACCURATE | |
| Created | 06/05/2015 15:07:01 | By | T6214CH |
| Updated | 06/18/2015 18:50:18 | By | T5643J0 |

CONTACT

| | | | | | |
|--------------------|-------------------------|---------------------|--------------|----------------|-------|
| Dealer | 44567 | SISBARRO DEMING LLC | Phone | (575) 546-6595 | |
| Address | 4211 NEW MEXICO HWY 549 | | | | |
| City | DEMING | State | NM | ZIP | 88030 |
| Dealer Zone | 70 | County | LUNA | Country | USA |
| Tech | Alberto Montoya | | | | |
| STAR | T5643J0 | | | | |

CUSTOMER CONCERN

hit something on the road and broke adaptive cruise control module
Updated: 06/05/2015 15:07:01 By T6214CH

negative all stock and milage is 18559 . no other codes stored on any module . and yes I fund that procedure under service info in my tabs, when I take it for a drive and accept the conditions for the horizontal adjustment I get a negative response for unable to start procedure when its about to start .
Updated: 06/08/2015 10:25:20 By T6214CH

ive been using starmobile will it be that its too old of a tool? it just gives me words I took it to an alignment shop and did the bubble level procedure from zero and same thing
Updated: 06/11/2015 18:17:33 By T6214CH

now im using the micropod, negative response 0x22
Updated: 06/12/2015 13:06:59 By T6214CH

RESOLUTION

Accepted Ticket
Updated: 06/05/2015 15:07:01 By T6214CH

Hey Alberto, first, what is our accurate mileage as of today? Any modifications---Other codes active or stored? Did we perform the STANDARD PROCEDURE - ADAPTIVE SPEED CONTROL SENSOR ALIGNMENT procedure? Horizontal alignment is performed electronically using a diagnostic scan tool during a ten minute drive at a steady, predetermined speed following completion of the vertical alignment. Let me know where we're failing, and what negative response (if any) the tool is giving us. Craig
Updated: 06/05/2015 15:15:06 By T6214CH

Morning Alberto, just to clarify, we've performed the mechanical vertical alignment and that came out good. Now we're attempting the electronic horizontal alignment and we're getting a negative response. What Negative message does it give (0XA9 ETC) or simply words---what do you see on the screen? Have we attempted using a different diagnostic scan tool? Let me know, Craig

Updated: 06/08/2015 10:25:20 By T6214CH

Hey Alberto, I was already suspecting the scan tool. Let's try another scan tool and let me know, Craig

Updated: 06/11/2015 18:17:33 By T6214CH

Ok Alberto, first, let's perform a battery disconnect and capacitor discharge (touch cables together) for at least sixty seconds, then restore the vehicle configuration. If still no good there, let's make sure we have good power-ground-communication and pin fit to our Adaptive Cruise Module, and replace it again. Make sure to call Mopar Parts Specifying 800 765 7732 and acquire the most up to date ACC Module part number, then replace it and re-test. Let me know, Craig

Updated: 06/12/2015 13:06:59 By T6214CH

Called dealer for update, no answer in service. Call back will be 6/17/15 unless updated or closed.

Updated: 06/16/2015 16:32:46 By T5643J0

Called dealer for update, SA Kyle states customer took vehicle for a trip, to call when he gets back.

Updated: 06/18/2015 18:50:18 By T5643J0

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2015 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT6 | FO [REDACTED] | Built Date | 09/24/2014 | Mileage | 2,108 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | ML | MIL ON | |
| Created | 06/09/2015 11:18:22 | By | T1806WJ |
| Updated | 07/28/2015 13:48:25 | By | T1806WJ |

CONTACT

| | | | | | |
|--------------------|----------------------|------------------------------------|--------------|----------------|------------|
| Dealer | 26943 | SOUTHFIELD CHRYSLER DODGE JEEP RAM | Phone | (248) 354-2950 | |
| Address | 28100 TELEGRAPH ROAD | | | | |
| City | SOUTHFIELD | State | MI | ZIP | 48034 1996 |
| Dealer Zone | 42 | County | OAKLAND | Country | USA |
| Tech | Remington Rogers | | | | |
| STAR | T1806WJ | | | | |

CUSTOMER CONCERN

Special Handling I2R Rob Shannick Southfield CDJR 26943 Blowing white smoke, vehicle shakes going over 60mph, listening to music amp in op, rough shift between 1st & 2nd Customer is demanding a buyback
Updated: 06/09/2015 11:18:22 By T1806WJ

RESOLUTION

TS called and spoke to Remington (SA) who stated that Niles is the tech that is working on the vehicle. Remington states that the customer concerns are as follows: 1. Black smoke from tailpipe under acceleration and smoke also comes out from AC vents if AC is on. 2. Vibration in vehicle when going over 60mph. 3. Under loud radio play, the audio drops out and will hear a click and then come back on. 4. ACC does not work correctly. 5. Under hard accel there is a harsh 1-2 upshift. 6. Leak under the vehicle. Remington stated that Niles has diagnosed concern 1 and 2 as the engine wiring harness causing the concern. Concern 3 is still being diagnosed. Concern 4 still being diagnosed. Concern 5 still being diagnosed. Concern 6 compared to similar vehicle and is normal operation. Concern 7 was the power steering pump leaking. TS asked to speak with Niles and Remington stated that Niles was not available and TS gave Remington TS contact number and Niles will call TS back once he is available. Walter

Updated: 06/09/2015 11:18:22 By T1806WJ

Niles called and we walked through the customer concerns. Niles stated that concern 1 and 2 were from the O2 circuits shorting out on the oil dipstick tube and that required harness replacement. Concern 3 will be diagnosed and ECS/I2R approves to have tires be road force balanced if needed. Concern 4 ECS/I2R approved 1hr of diagnosis for Niles to check out operation and try to duplicate the concern. Concern 5 Niles is going to check radar sensor for proper installation, front bezel installation and radar sensor vertical and electrical alignment and report back on his findings. Concern 6 is normal operation under heavy accel. Concern 7 was repaired with new power steering pump. TS asked Niles to call back once further diagnosis is complete or if further assistance is required. Walter

Updated: 06/09/2015 13:12:07 By T1806WJ

Remington called and wanted to know if there was an authorization number needed. The vehicle is not completed yet. TS informed Remington no authorization number needed and to just call once repairs are complete or if further assistance is required. Walter

Updated: 06/10/2015 16:57:54 By T1806WJ

TS called dealer and spoke to Remington and he stated that he is getting the tires rebalanced today and will provide the results of the road force balancing. The CEL light concern should be repaired after replacement of the O2 sensors. Remington states that they have an amp and sub woofer on order for the radio concern and Remington will TS back today with more information at 248-576-5518. Walter

Updated: 06/26/2015 08:57:37 By T1806WJ

Closing case as vehicle is not at dealer and dealer was not willing to ever work with ECS TAPS. Walter

Updated: 07/21/2015 08:00:45 By T1806WJ

Updated: 07/28/2015 13:48:25 By T1806WJ

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|-------|
| Model Year | 2015 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFJT6 | FO [REDACTED] | Built Date | 09/24/2014 | Mileage | 2,108 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|--------------------------|
| Case Ref | [REDACTED] | Component Group | 18 - VEHICLE PERFORMANCE |
| Customer Complaint | PP | POOR PERFORMANCE | |
| Created | 06/09/2015 17:13:26 | By | T1990NP |
| Updated | 06/18/2015 12:16:25 | By | T1990NP |

CONTACT

| | | | | | |
|--------------------|----------------------|------------------------------------|--------------|----------------|------------|
| Dealer | 26943 | SOUTHFIELD CHRYSLER DODGE JEEP RAM | Phone | (248) 354-2950 | |
| Address | 28100 TELEGRAPH ROAD | | | | |
| City | SOUTHFIELD | State | MI | ZIP | 48034 1996 |
| Dealer Zone | 42 | County | OAKLAND | Country | USA |
| Tech | Niles Peoples | | | | |
| STAR | T1990NP | | | | |

CUSTOMER CONCERN

Adaptive cruise control will apply brakes randomly. Could not verify, no codes. Would like to know is this a known problem with vehicle adaptive cruise control?

Updated: 06/09/2015 17:13:26 By T1990NP

RESOLUTION

Hi, this is Neil. I will be working on your ticket.

Updated: 06/09/2015 17:13:26 By T1990NP

Niles, are there any aftermarket accys.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, are all mods up to date? If so, is the FCW set on far? If so, the owners manual states: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. Since you can't verify concern, I would start by performing horiz & vert alignment procedures. Thank you, Neil

Updated: 06/09/2015 17:24:03 By T1990NP

Called Niles to get vehicle repair status. No aftermarket accys, all mods are up to date and both H & V alignments were performed. Advise to release to customer if NPF. He will drive 1 more time and close case on 06/16. Thank you, Neil

Updated: 06/15/2015 13:53:51 By T1990NP

re aim camera

Updated: 06/18/2015 12:16:25 By T1990NP

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCT8 | EC [REDACTED] | Built Date | 10/29/2013 | Mileage | 1 ,046 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | [REDACTED] | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 06/11/2015 07:39:39 | By | T4756RH |
| Updated | 06/18/2015 08:13:14 | By | T4756RH |

CONTACT

| | | | | | |
|--------------------|-------------------|---------------------------------|--------------|----------------|------------|
| Dealer | 26214 | BOB MARIANO CHRYSLER JEEP DODGE | Phone | (603) 228-1345 | |
| Address | 146 MANCHESTER ST | | | | |
| City | CONCORD | State | NH | ZIP | 03301 5112 |
| Dealer Zone | 32 | County | MERRIMACK | Country | USA |
| Tech | SEAN PETERSON | | | | |
| STAR | T4756RH | | | | |

CUSTOMER CONCERN

customer states adaptive cruise intermittently inop, receives message "not available" or "clean sensor", also when passes under electronic toll booth flashes brake message
Updated: 06/11/2015 07:39:39 By T4756RH

RESOLUTION

Star: Ticket accepted
Updated: 06/11/2015 07:39:39 By T4756RH
Sean, no reported issues if all the modules are up to date then please duplicate/verify the concern before any further repair attempts are made. Please try to close this case out within a 5 day window or if you are unable to duplicate close the case. Rich H.
Updated: 06/11/2015 07:40:47 By T4756RH
Sean, Any updates on this case, if more help is needed let star center know, if it's been repaired, or the vehicle is no longer at the dealer then please close the case out on your end. Its required/urgent you please do so A.S.A.P. Thanks, Rich H.
Updated: 06/15/2015 11:17:09 By T4756RH
cannot duplicate
Updated: 06/18/2015 08:13:14 By T4756RH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|--|----------------|--------|
| Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFCG7 | EC1 | Built Date | 04/19/2013 | Mileage | 31,319 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|------------------------|-----------------|
| Case Ref | | Component Group | 08 - ELECTRICAL |
| Customer Complaint | 61 | INTERMITTENT OPERATION | |
| Created | 06/12/2015 17:41:24 | By | T1885SH |
| Updated | 06/18/2015 16:46:29 | By | T1885SH |

CONTACT

| | | | | | |
|--------------------|-----------------|----------------------------|--------------|----------------|------------|
| Dealer | 67031 | WALSER CHRYSLER JEEP DODGE | Phone | (952) 935-2400 | |
| Address | 314 MAIN STREET | | | | |
| City | HOPKINS | State | MN | ZIP | 55343 9231 |
| Dealer Zone | 74 | County | HENNEPIN | Country | USA |
| Tech | Rodd Compton | | | | |
| STAR | T1885SH | | | | |

CUSTOMER CONCERN

NEW CUSTOMER, EC162102, [REDACTED], WALSER CHRYSLER, COREY / SA, 952-930-2289, CUSTOMER HAS RECURRING CONCERN. RECEIVING MESSAGE STATING ACC/FOW UNAVAILABLE - WIPE FRONT SENSOR. ALSO HAS INTERMITTENT SIGNAL LOSS WHILE USING BOTH FM AND SATELLITE RADIO.
Updated: 06/12/2015 17:41:24 By T1885SH

RESOLUTION

I contacted the dealer and requested to speak to SA Cory, who was not available. I left a message with my direct #, requesting a call back and update on the vehicle.

Updated: 06/12/2015 17:41:24 By T1885SH

I contacted the dealer and requested to speak to SA Cory, who was not available. I left a message with my direct #, requesting a call back and update on the vehicle.

Updated: 06/15/2015 18:01:50 By T1885SH

Per voicemail, I attempted to contact the tech at his provided # (612 209 4752), but he was not available. I left him a message with my direct #, requesting a call back and an update on the vehicle.

Updated: 06/17/2015 13:58:12 By T1885SH

Contacted the dealer and spoke to the Tech Rodd, who advised that he has not duplicated the concern, and there are no DTC's stored. I advised the dealer that if the concern cannot be duplicated to have the customer come in and demonstrate the concern. If the concerns cannot be duplicated or are characteristic, vehicle should be released to the customer. Dealer has my direct # for contact.

Updated: 06/18/2015 14:31:15 By T1885SH

I contacted the dealer and spoke to SA Corey. He advised that they have exhausted all checks, and will release the vehicle after a test drive. I advised the dealer that TS will close the case. Dealer has my direct # for contact if there are any concerns. Dealer to submit claim as RA type.

Updated: 06/18/2015 16:46:29 By T1885SH

Field Report

VEHICLE

| | | | | | | |
|---------------------|-----------|--------------------------------|-------------------|---|----------------|--------|
| Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| VIN | 1C4RJFBM5 | EC3 [REDACTED] | Built Date | 09/23/2013 | Mileage | 10,394 |
| Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | Market | U | US | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |

GENERAL

| | | | |
|---------------------------|---------------------|---------------------------|---------------------------------|
| Case Ref | [REDACTED] | Component Group | 18C - DIESEL ENGINE PERFORMANCE |
| Customer Complaint | CG | CRUISE WILL NOT DISENGAGE | |
| Created | 06/15/2015 09:48:19 | By | T8802MG |
| Updated | 06/26/2015 11:49:55 | By | T7158SA |

CONTACT

| | | | | | |
|--------------------|-------------------|----------------------------------|--------------|----------------|------------|
| Dealer | 60593 | DEACON'S CHRYSLER DODGE JEEP RAM | Phone | (440) 442-0424 | |
| Address | 835 SOM CENTER RD | | | | |
| City | MAYFIELD VILLAGE | State | OH | ZIP | 44143 3524 |
| Dealer Zone | 42 | County | CUYAHOGA | Country | USA |
| Tech | William Kuharich | | | | |
| STAR | T7158SA | | | | |

CUSTOMER CONCERN

message on cluster adptv. cruise control not available needs service
Updated: 06/15/2015 09:48:19 By T8802MG
 ok , the customer left veh no longer a waiter
Updated: 06/15/2015 10:44:00 By T8802MG
 ok will do
Updated: 06/15/2015 14:09:05 By T8802MG
 finally got back to this_ if you monitor the steering wheel switch inputs to the bcm 15 switch inputs, only see,s l/s steering wheel switch inputs,r/s (cruise part not changing state although the cluster chimes when you try to set active cruide,I graphed the brake switch to pcm looked ok. I'm notseeing a brake switch monitor any where else
Updated: 06/15/2015 16:22:49 By T8802MG
 can see switch input from steering wheel inputs on acc data screen
Updated: 06/15/2015 16:22:49 By T8802MG
 now I'm getting uin the acc and the u0401
Updated: 06/15/2015 16:22:49 By T8802MG
 I know we had the jeep here for quite some time for the def system waiting on parts and it was here just prior to that issue with a check eng lamp on for after treatment issues I know we flashed it I may have scan report ther have been several made do you have a fax no. I have some pda'and snap shots of module inputs
Updated: 06/16/2015 11:43:32 By T8802MG
 send some additional info via e mail
Updated: 06/16/2015 17:09:12 By T8802MG
 customer has veh back- let me know if you want me to order a pcm or next plan of action
Updated: 06/18/2015 15:10:07 By T8802MG
 ordered module- veh not here
Updated: 06/26/2015 11:45:10 By T7158SA

RESOLUTION

William, this is Mark G., I will be working on this ticket. More to follow soon...

Updated: 06/15/2015 09:48:19 By T8802MG

William, please see STAR case S1408000211 for proper brake pedal alignment. Check the values of the brake pedal within the PCM. Recommend perform diagnostic test procedures related to DTC U0401 Implausible Data Received From ECM/PCM found in TechCONNECT>enter VIN>Service Info tab> 28 - DTC-Based Diagnostics/MODULE, Adaptive Cruise Control (ACC)/Diagnosis and Testing and input the results into the ticket. My direct phone number is 866-799-1695 Ext. 4720351. Please keep me posted by updating the ticket or call. Thank you. Mark

Updated: 06/15/2015 10:44:00 By T8802MG

*

Updated: 06/15/2015 14:09:05 By T8802MG

I called William but could not connect. If you have no other DTC's in the BCM, PCM or any other module reporting communication DTCs against the PCM, using the schematics as a guide, check the ACC Module pins, terminals, and connectors for corrosion, damage, or terminal push out. Pay particular attention to all power and ground circuits. If no problems are found, replace and program the Adaptive Cruise Control (ACC) Module in accordance with the Service Information. (Refer to 08 - Electrical/8E - Electronic Control Modules/MODULE, Adaptive Cruise Control/Removal) . Perform the ADAPTIVE CRUISE CONTROL VERIFICATION TEST. (Refer to 28 - DTC-Based Diagnostics/MODULE, Adaptive Cruise Control (ACC) - Standard Procedure). *****If this concern happened immediately following a PCM flash, the PCM will need to be replaced and reprogrammed to the AC part number level. There was a corrupted flash which was recently available for one day only late last month before it was pulled.***** Please keep me posted. Thank you. Mark

Updated: 06/15/2015 16:22:49 By T8802MG

William, send any reports you generated to my email address of mg1821@chrysler.com. Thank you. Mark

Updated: 06/16/2015 11:43:32 By T8802MG

William, I received the info and will be reviewing. Thank you. Mark

Updated: 06/16/2015 17:09:12 By T8802MG

William, yes, let's order a replacement PCM. Please keep me posted with an ETA on the ordered module. Thank you. Mark

Updated: 06/18/2015 15:10:07 By T8802MG

Closing Ticket as no further diagnostic help is needed at this time. Tech can reopen case if assistance is needed. _Steve

Updated: 06/26/2015 11:45:10 By T7158SA

Thanks William, let's close this one out, if further STAR assistance is needed once PCM is installed you can reopen.

Updated: 06/26/2015 11:48:16 By T7158SA

Closing Ticket as vehicle is not at the dealer at this time. Tech can reopen case if assistance is needed. _Steve

Updated: 06/26/2015 11:49:55 By T7158SA

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT5EC1 | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 03/12/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6057310693 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M062370565 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|------------|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 9110912 | Report Version | 1 | Open Date | 10/20/2014 |
| Close Date | 10/20/2014 | Narrative Date | 10/21/2014 | Category | 0 | Mileage | 24,473 |
| TSB Group | | | | TID | S13980L | | |

| | | | | | | | |
|--------------------|------------|-----------------------------------|----|--|----------------|----------------|--|
| Dealer | 44509 | RICK HENDRICK DODGE CHRYSLER JEEP | | | Phone | (843) 763-8400 | |
| Dealer City | CHARLESTON | State | SC | | Zip | 29407 7821 | |
| Dealer Zone | 66 | South East - Orlando | | | Advisor | | |

| | | | | | | | |
|-------------------------|------------|-------------------------|----------|-----------------------------|--------|------------------------|------|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | 68213827AB | Part Description | D1037616 | Part Qty | | Part Cost | 0.00 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: CUSTOMER CONCERN ADAPTIVE CRUISE IS NOT WORKING. FOUND THE SENSOR FAILED. IN DEALER CONNECT INSTRUCTIONS SAY TO REMOVE THE SENSOR FROM WINDSHIELD TO TURN CLOCKWISE AND WHEN YOU DO THIS THE BRACKET BREAKS OFF OF THE WINDSHIELD. THE ONLY WAY TO GET THIS PART IS TO ORDER THE ENTIRE WINDSHIELD ACCORDING TO PARTS.

Cause: REPLACE THE WINDSHIELD LOP:23-30-50-10 PART# 68213827-AB

Correction: Glass

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFBG6EC1 | Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| Built Date | 11/07/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6167210570 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K1992G0019 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 221177588 | Report Version | 1 | Open Date | 12/13/2012 |
| Close Date | | Narrative Date | 12/14/2012 | Category | 0 | Mileage | 50 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 032 Features/Controls/Displays, Cruise Control System-Difficult to Understand/Use-Controls/Displays in Poor Loca. I AM NOT GETTING CONSISTENT RESULTS WHEN CYCLING THROUGH THE ACC BUTTON ON THE STEERING WHEEL. I M REFERRING TO THE DISPLAY IN THE CENTER OF THE CLUSTER (INSIDE THE SPEEDOMETER).SOMETIMES IT GOES TO ACC ON, ACC OFF, THEN REPEATS. SOMETIMES IT INTERJECTS A DEFAULT SCREEN LIKE I WOULD SEE IF I DID NOT PRESS THE ACC BUTTON, SO THEN I HAVE TO PRESS IT AGAIN UNTI

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFBG6EC1 | Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| Built Date | 11/07/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6167210570 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K1992G0019 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|---|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | E | System Key | 221442326 | Report Version | 1 | Open Date | 12/18/2012 |
| Close Date | | Narrative Date | 12/19/2012 | Category | 0 | Mileage | 730 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. AFTER PUTTING IT IN ACC AT RELATIVELY LOW SPEEDS, E.G. 35 35MPH, THE SPEEDO SHOWS UP AS EXPECTED. HOWEVER, AFTER A FEW SECONDS, IT SWITCHES TO CRUISE READY (OR SIMILAR BUT DEFINITELY NOT ACC), THEN SPEEDO AGAIN, THEN IT POPS UP WITH CRUISE SET TO 0 MPH . I HAVE A VIDEO IF NEEDED. - REPORT CREATED BY: T0067RE - RANDAL EWERS - PHONE: 7762977

Cause: 0000008873

Correction:

Field Report

| | | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|---|--------------------------------|--|
| VIN | 1C4RJFBT8EC1 | Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | |
| Built Date | 12/06/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6272210823 | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M284204745 | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 222175920 | Report Version | 1 | Open Date | 01/02/2013 |
| Close Date | | Narrative Date | 01/03/2013 | Category | 0 | Mileage | 877 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | | |
|--------------------|--------------|----------------------|----|----------------|--------------|--|
| Dealer | 19028 | CHRYSLER CORPORATION | | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 | |
| Dealer Zone | ZZ | | | Advisor | | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays. Other Features/Controls/Displays. CLUSTER INTERMITTENTLY INDICATES THAT FOWARD COLLISION WARNING NOT OPERATIONAL. SENSOR CONFIRMED AS CLEAN. - REPORT CREATED BY: T1306PB - PAUL BRABANDT - PHONE: 7763765

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJ4EC | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 12/08/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6319210177 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M264204405 | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 222240698 | Report Version | 1 | Open Date | 01/03/2013 |
| Close Date | | Narrative Date | 01/04/2013 | Category | 0 | Mileage | 322 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays. Other Features/Controls/Displays. FORWARD COLLISION WARNING DOES NOT APPEAR TO WORK EVEN AT THE MOST SENSITIVE SETTING (FAR). SYSTEM DOES NOT REACT LIKE CURRENT SRT WK. - REPORT CREATED BY: T7368HD - HENRY DESAMPER - PHONE: 7540402

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJ1EC | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 12/11/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6319210204 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M271204459 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 223420228 | Report Version | 1 | Open Date | 01/22/2013 |
| Close Date | | Narrative Date | 01/23/2013 | Category | 0 | Mileage | 200 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ACC INTERMITTENT OPERATION. SETS ACC SPEED OK. WHEN I PRESS SET+ BUTTON TO INCREASE SET SPEED THE SYSTEM DROPS OUT AND I GET THE ACC/FCW UNAVAILABLE WARNING SCREEN. - REPORT CREATED BY: T3979MN - MATTHEW NYQUIST - PHONE: 7760156

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJ2EC1 | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 12/11/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6319210210 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M264204401 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 223795038 | Report Version | 1 | Open Date | 01/28/2013 |
| Close Date | | Narrative Date | 01/29/2013 | Category | 0 | Mileage | 190 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays, Other Features/Controls/Displays. FRONT COLLISION WARNING LED COMES ON WITH IGNITION OFF. - REPORT CREATED BY: T5307JG - JOSEPH GRACE - PHONE: 7760320

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT6EC | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 12/11/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6272210812 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M261204365 | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 224462286 | Report Version | 1 | Open Date | 02/07/2013 |
| Close Date | | Narrative Date | 02/08/2013 | Category | 0 | Mileage | 810 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. AFTER THE RECENT REFLASH MY ACC AND FRONT COLLISION WARNING BECAME INACTIVE. - REPORT CREATED BY: T6026LW - LARRY WILLIAMS - PHONE: 7768210

Cause: 0000008873

Correction:

Field Report

| | | | | | | | | | | |
|---------------------|--------------|------------------------------|------|-------------|--------------|--|--------------------------------|--|--|--|
| VIN | 1C4RJFJM8EC1 | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | | |
| Built Date | 01/12/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | | | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | Serial# | C348201203 | | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | Serial# | M4321U0987 | | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | | | | |

| | | | | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|--|--|--|
| Report Number | | System Key | 224733326 | Report Version | 1 | Open Date | 02/12/2013 | | | |
| Close Date | | Narrative Date | 02/13/2013 | Category | 0 | Mileage | 225 | | | |
| TSB Group | | | | TID | T9999FS | | | | | |

| | | | | | | | | | | |
|--------------------|--------------|----------------------|----|--|--|----------------|------------|--|--|--|
| Dealer | 19028 | CHRYSLER CORPORATION | | | | Phone | | | | |
| Dealer City | AUBURN HILLS | State | MI | | | Zip | 48326 -275 | | | |
| Dealer Zone | ZZ | | | | | Advisor | | | | |

| | | | | | | | | | | |
|-------------------------|--------|-------------------------|------------------|----------------------|-----------------------------|--------------------|-----|------------------------|--|--|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | | | | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 | | | |
| LOP | N/A | N/A | Fail Code | | N/A | | | | | |
| Labor Cost | 0.0 | Return Date | | | Report Authorization | | | CAG Report Type | | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. WHILE THE CRUISE CONTROL SYSTEM INDICATES THAT IT IS ON WHEN I PUSH EITHER THE REGULAR CC BUTTON OR THE ACC BUTTON, WHEN I TRY TO ACTIVATE THE SYSTEM BY PUSHING THE SET BUTTON, THE SYSTEM WILL NOT ENGAGE.

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJEBG3EO | Model Year | 2014 | Body | WKTP74 | JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY | |
| Built Date | 12/10/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6272210793 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K2902F0180 | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 226017596 | Report Version | 1 | Open Date | 03/04/2013 |
| Close Date | | Narrative Date | 03/05/2013 | Category | 0 | Mileage | 2,107 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. THE ACC FUNCTIONALITY YESTERDAY AT 40 MPH WITH NO CARS IN SIGHT DISPLAYED THE BRAKE MESSAGE WITH SOUND. FROM THAT POINT THE ACC/FCW DISPLAYS THE SENSOR NEEDS TO BE CLEANED. THE CAR IS CLEAN AND I HAND WIPED DOWN THE FRONT SENSOR. THE ACC WILL NOT FUNCTION, AND THE BRAKE MESSAGE OCCURED A COUPLE TIMES FROM THAT POINT YESTERDAY.

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJM8EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 01/12/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | Serial# | C348201203 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M4321U0987 | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 227618048 | Report Version | 1 | Open Date | 03/28/2013 |
| Close Date | | Narrative Date | 03/29/2013 | Category | 0 | Mileage | 3,500 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | | |
|--------------------|--------------|----------------------|----|----------------|--------------|--|
| Dealer | 19028 | CHRYSLER CORPORATION | | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 | |
| Dealer Zone | ZZ | | | Advisor | | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. WHILE DRIVING ON THE FREEWAY WITH THE REGULAR CRUISE CONTROL SYSTEM ON BUT NOT ENGAGED, I RECEIVED AN ERROR MESSAGE IN THE CLUSTER THAT INDICATED THAT THE ACC AND FCW SYSTEMS WERE NOT FUNCTIONING. I THEN TRIED TO ACTIVATE THE ACC SYSTEM, AND IT WOULD NOT TURN ON. AFTER DRIVING ANOTHER 20 MINUTES ON THE SAME KEY CYCLE, I WAS ABLE TO SUCCESSFULLY TURN ON T

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|------------------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJ1EC [REDACTED] | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 12/11/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6319210204 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M271204459 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|------------|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | [REDACTED] | System Key | 229556379 | Report Version | 1 | Open Date | 04/26/2013 |
| Close Date | | Narrative Date | 04/29/2013 | Category | 0 | Mileage | 6,000 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | | |
|--------------------|--------------|----------------------|----|----------------|--------------|--|
| Dealer | 19028 | CHRYSLER CORPORATION | | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 | |
| Dealer Zone | ZZ | | | Advisor | | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 421 Other Problems, Unspecified Other Problem. FCW INADVERTENT ACTUATION. BRAKE WARNING LIGHT IN EVIC WHILE TRAVELLING ON HIGHWAY. NOTHING IN FRONT OF VEHICLE. NO ACTUAL MITIGATION WITH BRAKES....ONLY BRAKE WARNING IN EVIC.

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJ4EC1 | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 12/12/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6319210182 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M271204456 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 231679573 | Report Version | 1 | Open Date | 05/29/2013 |
| Close Date | | Narrative Date | 05/30/2013 | Category | 0 | Mileage | 6,900 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | | |
|--------------------|--------------|----------------------|----|----------------|--------------|--|
| Dealer | 19028 | CHRYSLER CORPORATION | | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 | |
| Dealer Zone | ZZ | | | Advisor | | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays, Other Features/Controls/Displays. ACC, FCW NOT FUNCTIONING - POSSIBLE MIS-ALIGNMENT OF FRONT RADAR SENSOR

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|---------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJT6E0 | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 05/21/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6123310651 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M131355560 | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 232517729 | Report Version | 1 | Open Date | 06/10/2013 |
| Close Date | | Narrative Date | 06/11/2013 | Category | 0 | Mileage | 1,300 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. HAD AN INSTANCE WHEN DRIVING WHERE ACC AND CRUISE WOULD NOT FUNCTION. NO MESSAGES STATING ANYTHING WAS NOT FUNCTIONING WHICH WOULD ALERT DRIVER THERE IS AN ISSUE. FUNCTION RETURNED AFTER VEHICLE WAS RESTARTED AFTER TRIP COMPLETION.

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJ7EC | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 05/15/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6120310280 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M125353678 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 233478531 | Report Version | 1 | Open Date | 06/24/2013 |
| Close Date | | Narrative Date | 06/25/2013 | Category | 0 | Mileage | 700 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 116 Audio/Entertainment/Navigation, Other audio/entertainment. PREFERENCE SELECTIONS FOR FCW INTERMITTENTLY CHANGE ON THEIR OWN AND DO NOT MAINTAIN DRIVER SETTING. FAR DISTANCE SETTING AND THE FCW WITH ACTIVE BRAKING SELECTION INTERMITTENTLY UNSELECT. WHEN THIS EVENT OCCURS, THEY DO NOT HOLD SETTING IF THEY ARE RESELECTED - THEY DISAPPEAR AFTER ABOUT 5 SECONDS. JEFF PAGE TOOK A BUS LUG WHEN EVENT WAS OCCURRING AND W

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------------------|------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJXEC1 [REDACTED] | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 05/20/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6135310301 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M118350920 | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|------------|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | [REDACTED] | System Key | 234378577 | Report Version | 1 | Open Date | 07/08/2013 |
| Close Date | | Narrative Date | 07/09/2013 | Category | 0 | Mileage | 4,750 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0 0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 421 Other Problems, Unspecified Other Problem. CRUISE CONTROL (BOTH ADAPTIVE AND REGULAR SYSTEM) STOPPED WORKING AFTER RESTARTING VEHICLE AFTER A STOP. EVIC DRIVER ASSIST MENU DISPLAYED CRUISE CONTROL SYSTEM OFF IN SPITE OF ANY STEERING WHEEL BUTTONS I WOULD PUSH. THE SYSTEM WORKED NORMALLY AGAIN AFTER THE NEXT KEY OFF/ON. VIDEO OF THIS SITUATION WAS RECORDED AND PROVIDED TO [REDACTED] ON 7/8/13.

Cause: 0000008873

Correction:

Field Report

| | | | | | | | | |
|---------------------|--------------|------------------------------|------|-------------|----------------|--|--------------------------------|--|
| VIN | 1C4RJFJM7EC1 | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | |
| Built Date | 08/21/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT | |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | Serial# | C037301693 | | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M183392490 | | |
| Color | PEP | DEEP AUBURN PEARL COAT | | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 239872275 | Report Version | 1 | Open Date | 09/19/2013 |
| Close Date | | Narrative Date | 09/20/2013 | Category | 0 | Mileage | 250 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | | |
|--------------------|--------------|----------------------|----|----------------|--------------|--|
| Dealer | 19028 | CHRYSLER CORPORATION | | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 | |
| Dealer Zone | ZZ | | | Advisor | | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0 0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 345 The Driving Experience. Other driving experience. ADAPTIVE CRUISE CONTROL SYSTEM DISENGAGED UNEXPECTEDLY WITH ERROR MESSAGE IN CLUSTER. DRIVER RE-ENGAGED THE SYSTEM AND IT PERFORMED NORMALLY.

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJM6EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 08/23/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | Serial# | C029301269 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M179391696 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 242006659 | Report Version | 1 | Open Date | 10/17/2013 |
| Close Date | | Narrative Date | 10/18/2013 | Category | 0 | Mileage | 6,150 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 421 Other Problems, Unspecified Other Problem. FALSE ACTIVATION OF COLLISION WARNING(AUDIBLE AND DECEL FOR VERY SHORT TIME (1 SECOND). CONDITIONS: DRIVING ON I75 STEADY STATE SPEED (~70-75 MPH), TRACTOR/TRAILER IN BOTH RIGHT AND LEFT LANE TRAVELING ~ 5MPH SLOWER THAN MY SPEED, MY LANE WAS COMPLETELY CLEAR IN FRONT OF ME AND I HAD A FALSE ACTIVATION FOR A VERY SHORT TIME. I WAS ABOUT 15 FEET BEHIND VEHI

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCM9EC | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 10/09/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | Serial# | C066303722 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M232313743 | |
| Color | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 249110669 | Report Version | 1 | Open Date | 01/23/2014 |
| Close Date | | Narrative Date | 01/24/2014 | Category | 0 | Mileage | 5,500 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays. Other Features/Controls/Displays. THREE TIMES IN THE LAST FEW DAYS I HAVE RECEIVED THE BRAKE WARNING DISPLAY IN THE CLUSTER AND CHIME BUT NO VEHICLE ACTIVE BRAKING DURING WIDE OPEN ROAD EVENTS. APPEARS TO BE A COMPLETELY FALSE POSITIVE WARNING AT RANDOM FOR NO REASON.

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJM1FC6 | Model Year | 2015 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 04/30/2014 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | Serial# | C073430019 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M043497314 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 259309231 | Report Version | 1 | Open Date | 06/05/2014 |
| Close Date | | Narrative Date | 06/06/2014 | Category | 0 | Mileage | 2,412 |
| TSB Group | | | | TID | T9999FS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 421 Other Problems, Unspecified Other Problem. I LOANED THE VEHICLE TO ANOTHER PE DRIVER AND HE NOTICED ON A LONG TRIP THAT ACC STOPPED WORKING BECAUSE THE FORWARD RADAR SENSOR WAS COVERED WITH BUGS (PROBABLY EXPECTED ON A LONG TRIP UP NORTH). HOWEVER, THE NORMAL CRUISE CONTROL DID NOT WORK EITHER. IT SEEMS LIKE NORMAL CRUISE SHOULD NOT BE DISABLED DURING THIS CONDITION.

Cause: 0000008873

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJG9EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 02/19/2013 | Market | | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6025321673 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K049363396 | |
| Color | PRP | | | | | | |

| | | | | | | | |
|-------------------|-----------------|-----------------------|------------|-----------------------|---------|------------------|------------|
| | EC137348304B421 | System Key | 227866056 | Report Version | 1 | Open Date | 04/01/2013 |
| Close Date | | Narrative Date | 04/02/2013 | Category | 0 | Mileage | 2,020 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 421 Other Problems, Unspecified Other Problem. CRASH AVOIDANCE SYSTEM SEEMS TO BE TOO SENSITIVE. CAR BEEP/FLASHES AT STOP LIGHTS, IN TURN LANES, AND WHEN CAR WELL AHEAD OF ME BRAKES

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT9EC | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 02/22/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6030310679 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M006348115 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 236590044 | Report Version | 1 | Open Date | 08/06/2013 |
| Close Date | | Narrative Date | 08/07/2013 | Category | 0 | Mileage | 4,610 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE AND COLLISION WARNING IMPROPER FUNCTION. HAVE TURNED OFF ADAPTIVE CRUISE. COLLISION SYSTEM GIVES ERRATIC AND RANDOM WARNINGS.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|---------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCG3EC1 | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 02/14/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6023311051 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K043363801 | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 236994914 | Report Version | 1 | Open Date | 08/12/2013 |
| Close Date | | Narrative Date | 08/13/2013 | Category | 0 | Mileage | 12,245 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays, Other Features/Controls/Displays. RECEIVING ERROR MESSAGE ACC/FCW UNAVAILABLE WIPE FRONT RADAR SENSOR .

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJG6EC1 | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 03/25/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6066311086 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K084363133 | |
| Color | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 247570884 | Report Version | 1 | Open Date | 12/31/2013 |
| Close Date | | Narrative Date | 01/03/2014 | Category | 0 | Mileage | 14,722 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 421 Other Problems, Unspecified Other Problem. THE ABS LIGHT CAME ON, FCW INACTIVE, CRUISE INACTIVE, ESP INACTIVE.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|---------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT7EC1 | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 05/15/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6120310819 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M127354421 | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 247801166 | Report Version | 1 | Open Date | 01/06/2014 |
| Close Date | | Narrative Date | 01/07/2014 | Category | 0 | Mileage | 10,000 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. FCW INTERMITTENTLY AND ERRONEOUSLY ISSUES FALSE BRAKE! WARNINGS IN THE CLUSTER WHILE DRIVING.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------------------|---------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT7EC1 [REDACTED] | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 05/15/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6120310819 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M127354421 | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|------------|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | [REDACTED] | System Key | 249536658 | Report Version | 1 | Open Date | 01/29/2014 |
| Close Date | | Narrative Date | 01/30/2014 | Category | 0 | Mileage | 12,000 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | | |
|--------------------|--------------|----------------------|----|----------------|--------------|--|
| Dealer | 19028 | CHRYSLER CORPORATION | | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 | |
| Dealer Zone | ZZ | | | Advisor | | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0 0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ALL CRUISE CONTROL FUNCTIONS (CC & ACC) BECAME INOP. ABLE TO TURN FCW ON AND OFF WITH THE SWITCHBANK, BUT BUTTONS ON STEERING WHEEL HAVE NO EFFECT. PERSISTED AFTER VEHICLE WAS TURNED OFF FOR 20MIN AND THEN RESTARTED.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJ1EC | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 12/11/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6319210204 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M271204459 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 250889589 | Report Version | 1 | Open Date | 02/17/2014 |
| Close Date | | Narrative Date | 02/18/2014 | Category | 0 | Mileage | 28,000 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. FALSE ACTIVATION OF FORWARD COLLISION WARNING SYSTEM. TAVELING AT HIGHWAY SPEEDS WITH NOTHING IN FRONT OF THE VEHICLE. WARNING LIGHT AND CHIMES COMES ON. DID NOT PULSE THE BRAKES.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJ3EC1 | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 12/11/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6319210205 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M271204461 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 251242206 | Report Version | 1 | Open Date | 02/21/2014 |
| Close Date | | Narrative Date | 02/24/2014 | Category | 0 | Mileage | 36,500 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | | |
|--------------------|--------------|----------------------|----|----------------|--------------|--|
| Dealer | 19028 | CHRYSLER CORPORATION | | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 | |
| Dealer Zone | ZZ | | | Advisor | | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE WARNING COMING UP REQUIRING SERVICE

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJTXC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 12/07/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6298310898 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M275352895 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 252076243 | Report Version | 1 | Open Date | 03/04/2014 |
| Close Date | | Narrative Date | 03/05/2014 | Category | 0 | Mileage | 5,012 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. FCW WOULD GIVE AN ERROR AND REQUESTED SERVICE

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFDJ3EC | Model Year | 2014 | Body | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| Built Date | 12/11/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | Serial# | 6319210205 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M271204461 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 252168294 | Report Version | 1 | Open Date | 03/05/2014 |
| Close Date | | Narrative Date | 03/06/2014 | Category | 0 | Mileage | 38,000 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE REQUIRES SERVICE MESSAGE COMING UP ON DASH

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJG7EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 03/04/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6042310883 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K060363193 | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 252598155 | Report Version | 1 | Open Date | 03/11/2014 |
| Close Date | | Narrative Date | 03/12/2014 | Category | 0 | Mileage | 22,659 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE CONTROL KEEPS SAYING CLEAN SENSOR IN FRONT YET IT IS NOT DIRTY. IT IS NOT OPERATING PROPERLY

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJG6EC1 | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 03/26/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6058310917 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K084363236 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 252598156 | Report Version | 1 | Open Date | 03/11/2014 |
| Close Date | | Narrative Date | 03/12/2014 | Category | 0 | Mileage | 28,700 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 033 Features/Controls/Displays, Exterior Light Controls-Broken/Not Working. ADAPTIVE CRUISE CONTROL COMES AND GOES WITH MESSAGE SYSTEM TELLIN GME TO WIPE FRONT SENSOR. HOWEVER, THERE ARE TIMES WHEN IT APPEARS TO BE WORKING YET IT WILL ABSOLUTELY REAR-END THE CAR IN FRONT IF I DO NOT DIASABLE.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT7EC | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 02/22/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6039310580 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M017350969 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 253125620 | Report Version | 1 | Open Date | 03/18/2014 |
| Close Date | | Narrative Date | 03/19/2014 | Category | 0 | Mileage | 23,678 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 125 Engine/Transmission, Check Engine light indicated problem. CHECK ENGINE, CHECK ABS BRAKES AND CHECK AIRBAGS WARNING LIGHTS CAME ON. LOST SPEEDOMETER AND OUTSIDE TEMPERATURE READ 127 DEGREES WHEN IT WAS AROUND 40 DEGREES OUTSIDE. THE NEXT MORNING, ONLY THE CHECK ENGINE LIGHT CAME ON. THE FOLLOWING DAY, NO WARNING LIGHTS WERE ON. THE SPEEDOMETER HAS SINCE WORKED. SINCE THESE ISSUES, THE FCW SIGNAL HAS COME ON NUME

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT3EC | 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# | 6206310716 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M238306783 | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 253125629 | Report Version | 1 | Open Date | 03/18/2014 |
| Close Date | | Narrative Date | 03/19/2014 | Category | 0 | Mileage | 9,203 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. BRAKE ALERT GOES OFF ON SLIGHT HILLS WITH NO CAR IN FRONT OF YOU. ACC GOES OUT WAY TO OFTEN EVEN AFTER YOU JUST CLEANED THE CAMERA. ALMOST SEAMS LIKE ITS NOT RELATED TO CAMERA CLEANLINESS.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJG7EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 03/04/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6042310883 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K060363193 | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 253618683 | Report Version | 1 | Open Date | 03/24/2014 |
| Close Date | | Narrative Date | 03/25/2014 | Category | 0 | Mileage | 23,413 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE CONTROL SHUTS DOWN FREQUENTLY. SAYS CLEAN LENS BUT THE LENS IS CLEAN

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJG7EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 03/04/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6042310883 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K060363193 | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 254907550 | Report Version | 1 | Open Date | 04/09/2014 |
| Close Date | | Narrative Date | 04/10/2014 | Category | 0 | Mileage | 24,598 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE CONTROL NOT FUNCTIONING.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJG6EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 03/26/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6058310917 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K084363236 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 255048736 | Report Version | 1 | Open Date | 04/11/2014 |
| Close Date | | Narrative Date | 04/12/2014 | Category | 0 | Mileage | 30,100 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE DOES NOT WORK. COLLISION AVOIDANCE DOES NOT WORK.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|------------------------|------------------------------------|------|-------------|----------------|---|--------------------------------|
| VIN | 1C4RJFBT8EC [REDACTED] | Model Year | 2014 | Body | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| Built Date | 12/06/2012 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6272210823 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M284204745 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|----------------|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | E [REDACTED] 1 | System Key | 255428786 | Report Version | 1 | Open Date | 04/16/2014 |
| Close Date | | Narrative Date | 04/17/2014 | Category | 0 | Mileage | 27,535 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 421 Other Problems, Unspecified Other Problem. WINDSHIELD WASHER FLUID SPRAYER ON PASSENGER SIDE IS NOT SPRAYING FLUID. BLIND SPOT MONITOR AND ADAPTIVE CRUISE CONTROL NOT WORKING.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT3EC | 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# | 6206310716 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M238306783 | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 255526672 | Report Version | 1 | Open Date | 04/17/2014 |
| Close Date | | Narrative Date | 04/18/2014 | Category | 0 | Mileage | 11,012 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | | |
|--------------------|--------------|----------------------|----|----------------|--------------|--|
| Dealer | 19028 | CHRYSLER CORPORATION | | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 | |
| Dealer Zone | ZZ | | | Advisor | | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ACC GOES OUT OFTEN, EVEN AFTER CLEANING CAMERA

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT4EC3 | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 10/02/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6238310887 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M218399759 | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 255863773 | Report Version | 1 | Open Date | 04/22/2014 |
| Close Date | | Narrative Date | 04/23/2014 | Category | 0 | Mileage | 8,560 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays. Other Features/Controls/Displays. ADVANCED FEATURES NOT WORKING PROPERLY: 1) 911 PHONE NOT OPERATIONAL; 2) FRONT CRASH WARNING CONTINUALLY SENDS WARNING ALERTS WHEN NOTHING IS IN FRONT OF VEHICLE; 3) MESSAGE THAT ACC IS NOT AVAILABLE; AND 4) MESSAGE THAT MIRROR SENSOR NOT AVAILABLE

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJM0EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 12/09/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | Serial# | C288310141 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M286356651 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 256395970 | Report Version | 1 | Open Date | 04/29/2014 |
| Close Date | | Narrative Date | 04/30/2014 | Category | 0 | Mileage | 4,810 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays. Other Features/Controls/Displays. THE FCW SYSTEM IS MALFUNCTIONING. THE BRAKE! WARNING GOES OFF FREQUENTLY WHEN THERE IS NOTHING IN FRONT OF THE CAR. ON A RECENT TRIP TO TOLEDO AND BACK, THE ALARM SOUNDED NO LESS THAN 35 TIMES. ON 2 OCCASSIONS, THE SYSTEM HAS EVEN ACTIVATED THE BRAKES MOMENTARILY EVEN THOUGH NOTHING WAS IN FRONT OF THE CAR (FORTUNATELY NO CARS WERE CLOSE BEHIND OR AN ACCI

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJT7EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 09/19/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6227310616 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M214301923 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 256723210 | Report Version | 1 | Open Date | 05/02/2014 |
| Close Date | | Narrative Date | 05/05/2014 | Category | 0 | Mileage | 16,654 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. THE BUTTON FOR THE ENGAGEMENT OF THE ADAPTIVE CRUISE CONTROL SEEMS TO BE PARTIALLY BROKE. IT WORKS BUT IS DOES NOT HAVE THE SAME FEEL AS ALL OTHER BUTTONS NOW. SEEMS AS IF THE SPRING INSIDE HAS BROKEN

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJG7EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 03/04/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6042310883 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K060363193 | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 257224552 | Report Version | 1 | Open Date | 05/09/2014 |
| Close Date | | Narrative Date | 05/10/2014 | Category | 0 | Mileage | 25,690 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE CONTROL PERIODICALLY STOPS WORKING.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJT1EC1 | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 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# | 6079311029 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M079375803 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 257624673 | Report Version | 1 | Open Date | 04/30/2014 |
| Close Date | | Narrative Date | 05/15/2014 | Category | 0 | Mileage | 10,320 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays. Other Features/Controls/Displays. ELECTRICAL ISSUES - GAUGES FAILING, ERRATIC WARNING LIGHTS WITH ADAPTIVE CRUISE CONTROL AND SERVICE SUSPENSION SYSTEM, SERVICE ENGINE LIGHT ERRATIC.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT4E0 | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 10/02/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6238310887 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M218399759 | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 258084701 | Report Version | 1 | Open Date | 05/20/2014 |
| Close Date | | Narrative Date | 05/21/2014 | Category | 0 | Mileage | 10,100 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE CONTROL AND FRONT COLLISION WARNING SYSTEM NOT WORKING.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|--------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJT5EC3 | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 12/22/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6332311748 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M318367104 | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 258084704 | Report Version | 1 | Open Date | 05/20/2014 |
| Close Date | | Narrative Date | 05/21/2014 | Category | 0 | Mileage | 5,911 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ACC FAILED

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT4E0 | Model Year | 2014 | Body | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| Built Date | 10/02/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6238310887 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M218399759 | |
| Color | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 259251735 | Report Version | 1 | Open Date | 06/04/2014 |
| Close Date | | Narrative Date | 06/05/2014 | Category | 0 | Mileage | 10,900 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays, Other Features/Controls/Displays. 1) ADAPTIVE CRUISE CONTROL DOES NOT WORK. 2) FRONT AVOIDANCE WARNING DOES FUNCTION PROPERLY. 3) 911 EMERGENCY PHONE NOT ACTIVE

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|-------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJG7EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 03/04/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | ERB | 3.6L V6 24V VVT ENGINE | | | Serial# | 6042310883 | |
| Transmission | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | Serial# | K060363193 | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 260011394 | Report Version | 1 | Open Date | 06/10/2014 |
| Close Date | | Narrative Date | 06/11/2014 | Category | 0 | Mileage | 26,969 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 031 Features/Controls/Displays, Cruise Control System-Broken/Not Working. ADAPTIVE CRUISE CONTROL MALFUNCTIONS. STOPS WORKING. DOES NOT PICK UP CARS AHEAD OF ME IN TIME.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJT0E0 | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 03/18/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6064310811 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M067372031 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 260346987 | Report Version | 1 | Open Date | 06/13/2014 |
| Close Date | | Narrative Date | 06/14/2014 | Category | 0 | Mileage | 23,672 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 116 Audio/Entertainment/Navigation, Other audio/entertainment. THE RADIO SYSTEM EMERGENCY DIALING FEATURE HAD A FAILURE AND THE ADAPTIVE CRUISE CONTROL SPEED SENSOR HAD AN ISSUE. ALSO THE SEAT BELT INDICATOR SHOWED THE SEAT BELT WAS NOT ENGAGED , WHEN IT WAS, AND THE BUZZER KEPT GOING OFF AND THE AIRBAG SYSTEM ALSO SHOWED A FAILURE.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFCT3EC | 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 | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | Serial# | 6309311218 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M308363630 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|---|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | E | System Key | 261558277 | Report Version | 1 | Open Date | 06/23/2014 |
| Close Date | | Narrative Date | 06/24/2014 | Category | 0 | Mileage | 3,650 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0 00 | Warrant Invoice | \$0.00 | Other Invoice | \$0.00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 421 Other Problems, Unspecified Other Problem. THE AUTOMATIC BRAKE WARNING LIGHT AND SOUND COMES ON WHEN IT DOESN T NEED TOO.

Cause: 0007768575

Correction:

Field Report

| | | | | | | | |
|---------------------|-------------|------------------------------------|------|-------------|----------------|--|--------------------------------|
| VIN | 1C4RJFJM0EC | Model Year | 2014 | Body | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| Built Date | 12/09/2013 | Market | U | US | Plant | C | JEFFERSON NORTH ASSEMBLY PLANT |
| Engine | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | Serial# | C288310141 | |
| Transmission | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | Serial# | M286356651 | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|----------------------|--|-----------------------|------------|-----------------------|---------|------------------|------------|
| Report Number | | System Key | 262685522 | Report Version | 1 | Open Date | 06/30/2014 |
| Close Date | | Narrative Date | 07/01/2014 | Category | 0 | Mileage | 11,044 |
| TSB Group | | | | TID | T9999LS | | |

| | | | | | |
|--------------------|--------------|----------------------|----|----------------|------------|
| Dealer | 19028 | CHRYSLER CORPORATION | | Phone | |
| Dealer City | AUBURN HILLS | State | MI | Zip | 48326 -275 |
| Dealer Zone | ZZ | | | Advisor | |

| | | | | | | | |
|-------------------------|--------|-------------------------|--------|-----------------------------|--------|------------------------|-----|
| Customer Invoice | \$0.00 | Warrant Invoice | \$0.00 | Other Invoice | \$0 00 | Supplier RP | |
| Part Number | N/A | Part Description | N/A | Part Qty | 0 | Part Cost | 0.0 |
| LOP | N/A | N/A | | Fail Code | N/A | | |
| Labor Cost | 0.0 | Return Date | | Report Authorization | | CAG Report Type | |

Complaint: 085 Features/Controls/Displays. Other Features/Controls/Displays. FCW SYSTEM MALFUNCTION, FREQUENTLY DETECTING NON-EXISTENT OBSTACLES, WARNING TO BRAKE! AND EVEN APPLYING THE BRAKES. ALSO RESULTS IN ACC FREQUENTLY BEING SHUT OFF. VERY FRUSTRATING - AND EVEN DANGEROUS - FOR DRIVER.

Cause: 0007768575

Correction: