

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

LEGAL SUMMARIES

CASES

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	11/21/2013
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFJT1EC1 [REDACTED]
MILEAGE	3,030
OWNER	[REDACTED] [REDACTED] [REDACTED] [REDACTED] Bayside, NY 1 [REDACTED]
COURT	Supreme Court, Queens, NY
DOCKET #	[REDACTED]
ALLEGED DEFECT	Body/Trim/Paint/Finish:Trunk:: Brakes: Component-Not Specified:: Electrical: Computer/PCM/TCM/BCM/ECM/TIPM:: Electrical: Navigation System (GPS):: Electrical: Windows-Power::
DESCRIPTION	Owner returned the vehicle to the dealer five times with a complaint that the brakes were locking up when driving with no vehicles or other obstacles in front of him.
INJURIES	0
FATALITIES	0
ANALYSIS	On the first repair visit, the dealer found a code for a dirty sensor and cleaned it. On the second repair visit, the dealer recalibrated the FCW. On the third repair visit, the dealer confirmed the issue once on a road test and re-secured the FCW lens. The dealer noted on 6/18/2014 that the Service Manager verified the concern, but no repairs were attempted as they believed Chrysler was working with the customer to replace or repurchase the vehicle. There was another complaint on 7/16/2014. The dealer could not verify the customer's complaint on that occasion.

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CASES

MATTER #	██████████
FILE TYPE	Case
FILE NAME	██████████)
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	3/27/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCT7EC ██████████
MILEAGE	16,000
OWNER	██████████ ██████████ Monmouth Junction NJ ██████████
COURT	Superior Court, Middlesex, NJ
DOCKET #	██████████
ALLEGED DEFECT	Component-Not Specified
DESCRIPTION	Customer complained that the Adaptive Cruise Control was not working properly as the vehicle was braking for no reason. The customer turned off the ACC/FCW due to this problem.
INJURIES	0
FATALITIES	0
ANALYSIS	There is one repair visit for this complaint. The dealer noted "verified concern checked for DTC and found none. Found FTC detected obstacle in error. Emailed Chrysler STAR for assistance...Aligned FCW front sensor."

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CASES

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	4/15/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBM6E0 [REDACTED]
MILEAGE	17,363
OWNER	[REDACTED] [REDACTED] Newton NJ 0 [REDACTED]
COURT	Superior Court, Sussex, NJ
DOCKET #	[REDACTED]
ALLEGED DEFECT	Frame: Bumper Electrical: Navigation System (GPS) Electrical: Check Engine Light Transmission /Transaxle: Component-Not Specified Electrical: Cruise Control Electrical: Component-Other (See Notes) Electrical: Keyless Entry/Remote Starter (Fob) Suspension: Shock Absorber / Struts Driveability: Component-Not Specified: Alignment Steering: Component-Not Specified Suspension: Component-Not Specified Exhaust: Catalytic Converter Emissions: Component-Other (See Notes) Electrical: Head Lamps & Switches Electrical: Computer/PCM/TCM/BCM/ECM/TIPM Electrical: Backup Camera Electrical: Bluetooth Brakes: Component-Other (See Notes)
DESCRIPTION	The customer presented the vehicle to a dealer on one occasion complaining of an error message from the adaptive cruise when trying

to adjust his speed while driving.

INJURIES

0

FATALITIES

0

ANALYSIS

The dealer could not verify the customer's complaint.

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MATTER #	██████████
FILE TYPE	Case
FILE NAME	Fischer Thompson Beverages
CAIR #	██████████
DATE OF INCIDENT	NA
DATE OF NOTICE	8/24/2013
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee SRT 4x4
VIN	1C4RJFDJ7EC ██████████
MILEAGE	4,400
OWNER	Fischer Thompson Beverages 25 Ironia Rd Flander, NJ 07836-9124
COURT	Superior Court, Morris, NJ
DOCKET #	██████████
ALLEGED DEFECT	Electrical: Horn Electrical: Dashboard Electrical: Ignition System Electrical: Speedo/Gauge/Odometer/EIC:Defective Doors: Door: Front-Driver Electrical: Head Lamps & Switches Seats: Seats: Noise: Front-Driver Electrical: Component-Not Specified Electrical: Alternator/Voltage Regulator Exhaust: Component-Not Specified Brakes: Component-Not Specified: Lock up Electrical: Component-Not Specified Electrical: Radio/Speakers/Clock/Antenna Electrical: Check Engine Light Component-Not Specified: Recall/Campaign
DESCRIPTION	The customer presented the vehicle to a dealer complaining the brakes were malfunctioning and locking up without being applied, accompanied by ABS lights flashing and the anti-collision warning lights flashing.
INJURIES	0

FATALITIES
ANALYSIS

0

The dealer could not verify the customer's complaints.

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CASES

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	1/25/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBG6EC [REDACTED]
MILEAGE	7,219
OWNER	[REDACTED] [REDACTED] Wexford PA [REDACTED]
COURT	Common Pleas Court, Allegheny, PA
DOCKET #	[REDACTED]
ALLEGED DEFECT	Electrical: Navigation System (GPS) Electrical: Cruise Control Doors: Component-Not Specified Steering: Steering Wheel/Column Electrical: Backup Camera
DESCRIPTION	The customer complained that the cruise control was not working correctly and would just turn off when the ACC button was pushed.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer replaced the ACC switch. The customer said problem still existed, but dealer could not verify the condition. They did find a code for non-permissible combination caused by pressing buttons too fast and not allowing the computer to catch up. The dealer advised the customer that cruise control can drop out when coming up on another vehicle or poor road conditions when wheels might spin.

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CASES

MATTER # [REDACTED]
FILE TYPE Case
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT Unknown
DATE OF NOTICE 4/9/2015
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Overland 4x4
VIN 1C4RJFCT9E [REDACTED]
MILEAGE 10781
OWNER [REDACTED]
[REDACTED]
Billerica MA [REDACTED]
COURT Superior Court, Middlesex, NJ
DOCKET # [REDACTED]
ALLEGED DEFECT Engine: Component-Other (See Notes):Noise
Engine: Component-Not Specified: Fumes or Odors
Brakes- ABS: Warning Lamp
Engine: Component-Not Specified: Hard Starting
Electrical: Check Engine Light
Engine: Oil: Consumption
Exhaust: Component-Other (See Notes)
Electrical: Dashboard
DESCRIPTION The customer complained that the ACC/FCW/Windshield wiper radar was not available and the "BRAKE!" message was coming on when driving under overpass or low hanging branches or wires.
INJURIES 0
FATALITIES 0
ANALYSIS There was one repair visit for this complaint. The dealer found the Forward Facing Control module needed replacement.

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CASES

FATALITIES

0

ANALYSIS

On the first repair visit, the customer complained that after disabling the Adaptive Cruise Control using the brake, the "ACC Disabled Service Required" message displayed when hitting the button to re-engage the cruise. The dealer tech could not verify the complaint, but found the camera lens had road salt on it and may have been too dirty to operate properly. The lens was cleaned. On the second repair visit, the customer complained the "FCW ACC unavailable" message was displayed. The Dealer Repair Order states Default 17886 found ACC stored DTCS. Inspected Wiring. No problems found. Cleared DTCS.

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CASES

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	2 [REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	9/26/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFM3EC [REDACTED]
MILEAGE	6,200
OWNER	[REDACTED] [REDACTED] San Jose CA [REDACTED]
COURT	Superior Court, Santa Clara, CA
DOCKET #	1 [REDACTED]
ALLEGED DEFECT	Cooling System:Component-Not Specified:: Engine:Component-Not Specified:Lack/Loss of Power: Engine:Component-Not Specified:Stalling: Engine:Component-Not Specified:Hard Starting: Seats:Seats:: Brakes:Component-Not Specified::
DESCRIPTION	The customer made several complaints of intermittent stalling, but on one of those repair visits he also complained about the FCW system activating on the freeway. The customer stated that while driving on the freeway the ABS light and the red BRAKE light illuminated and the car slowed down to 40 mph and then it was fine.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer was unable to verify this complaint.

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CASES

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	11/12/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBM2E [REDACTED]
MILEAGE	7,316
OWNER	[REDACTED] [REDACTED] Petoskey MI [REDACTED]
COURT	Circuit Court, Emmet, MI
DOCKET #	[REDACTED]
ALLEGED DEFECT	Electrical:Check Engine Light:: Electrical:Cruise Control:: Electrical:Component-Not Specified:: Transmission / Transaxle:Component-Not Specified::
DESCRIPTION	The customer presented the vehicle to a dealer on two occasions complaining the ACC and the FCW were shutting off.
INJURIES	0
FATALITIES	0
ANALYSIS	On the first repair visit the dealer found the sensor was off and realigned the sensor. On the second repair visit, the dealer found the sensor bezel missing from the bumper causing interference. The bezel was replaced.

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CASES

MATTER #	██████████
FILE TYPE	Case
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	11/20/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCM7EC3██████████
MILEAGE	28,511
OWNER	████████████████████ ██████████ East Stroudsburg PA ██████████
COURT	Common Pleas Court, Philadelphia, PA
DOCKET #	██████████
ALLEGED DEFECT	Electrical:Component-Other (See Notes):: Electrical:Cruise Control:: Transmission / Transaxle:Component-Other (See Notes):: Electrical:Radio/Speakers/Clock/Antenna:: Electrical:Component-Other (See Notes):: Transmission / Transaxle:Component-Other (See Notes):: Electrical:Backup Camera:: Electrical:Component-Other (See Notes):: Electrical:Check Engine Light:: Electrical:Bluetooth:: Total Vehicle:Component-Other (See Notes)::
DESCRIPTION	The customer complained that the check engine light was on, the check service 4wd light came on, and the cruise and adaptive cruise control stopped working.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer found the following stored codes in system: p20ee-00, u0403-00. The ECM and ATC were flashed and the ACC sensor was adjusted.

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CASES

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	11/8/2013
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCG1E0 [REDACTED]
MILEAGE	5,049
OWNER	[REDACTED] [REDACTED] West Chester PA [REDACTED]
COURT	Common Pleas Court, Philadelphia, PA
DOCKET #	[REDACTED]
ALLEGED DEFECT	Electrical:Component-Not Specified:: Electrical:Check Engine Light:: Electrical:Navigation System (GPS):: Electrical:Radio/Speakers/Clock/Antenna:: Electrical:Wipers/Washers:: Electrical:Alternator/Voltage Regulator:: Electrical:Dashboard:: Wheels & Tires:Component-Not Specified:: Transmission / Transaxle:Component-Not Specified::
DESCRIPTION	The customer presented the vehicle to a dealer on one occasion with a complaint regarding the Adaptive Cruise Control. The navigation locks up and blacks out. Blue tooth inoperable, 'cannot detect key' displays, heated seats won't shut off, adaptive cruise inoperable and brake light keeps popping up on the dash.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer found no stored codes and could not duplicate the customer's complaints. The dealer performed an open recall during this repair visit - Recall N58 - Reprogram Instrument Cluster and ABS Module/Alternator Ground Wire.

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CASES

MATTER #	1 [REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	9/16/2013
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFJT3EC [REDACTED]
MILEAGE	3,200
OWNER	[REDACTED] [REDACTED] Cliffside Park NJ [REDACTED]
COURT	Superior Court, Bergen, NJ
DOCKET #	[REDACTED]
ALLEGED DEFECT	Suspension:Component-Not Specified:: Electrical:Component-Not Specified:: Electrical:Keyless Entry/Remote Starter (Fob):: Electrical:Backup Camera::
DESCRIPTION	The customer reported he was experiencing the vehicle braking on its own. He stated that this has happened 5 times.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer inspected this vehicle on several occasions and was not able to verify the customer's complaints, but on one of those repair visits the dealer cleaned the camera because it was very dirty and unable to detect objects correctly.

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CASES

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	3/5/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCG6EC [REDACTED]
MILEAGE	9,774
OWNER	[REDACTED] [REDACTED] Davison MI [REDACTED]
COURT	6th Circuit Court, Oakland, MI
DOCKET #	[REDACTED]
ALLEGED DEFECT	Electrical:Component-Not Specified:: Brakes:Component-Not Specified:: Electrical:Check Engine Light:: Electrical:Navigation System (GPS):: Electrical:Head Lamps & Switches:: Suspension:Component-Not Specified::
DESCRIPTION	The customer presented the vehicle to a dealer twice complaining that the collision warning system was flashing and even applying the brakes when no other vehicle or obstacle was around.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer could not verify the complaint on the first repair visit. On the second repair visit, the dealer reattached the camera which was found to be loose.

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CASES

MATTER # [REDACTED]
FILE TYPE Case
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT Unknown
DATE OF NOTICE 4/21/2015
MODEL/MODEL YEAR 2015 Jeep Grand Cherokee Summit 4x4
VIN 1C4RJFJT6FC [REDACTED]
MILEAGE 8,214
OWNER [REDACTED]
[REDACTED]
Madison Height MI [REDACTED]
COURT 6th Circuit Court, Oakland, MI
DOCKET # [REDACTED]
ALLEGED DEFECT Fuel System:Fuel:Leaks:
Electrical:Component-Not Specified::
Transmission / Transaxle:Component-Not Specified:Leaks:
Engine:Component-Not Specified::
Electrical:Starter::
DESCRIPTION Customer complained that the adaptive cruise control was applying the brakes randomly.
INJURIES 0
FATALITIES 0
ANALYSIS The dealer was instructed to look for any aftermarket accessories or MOPAR add ons or anything on key ring that could cause EMI/RFI/electrical interference. The dealer found none. STAR also instructed the dealer to make sure vehicle had all software updated and to make sure the FCW setting was on far. STAR advised dealer to direct owner to "manual [which] 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." As complaint could not be verified, the dealer was advised to perform an alignment of the sensor.

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LEGAL SUMMARIES

CASES

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	2/9/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFJG0EC1 [REDACTED]
MILEAGE	17,442
OWNER	[REDACTED] [REDACTED] Bend OR [REDACTED]
COURT	Circuit Court, Washington, OR
DOCKET #	[REDACTED]
ALLEGED DEFECT	Electrical:Dashboard:: Electrical:Wipers/Washers:: Transmission / Transaxle:Component-Not Specified:Noise: Electrical:Radio/Speakers/Clock/Antenna:: Component-Not Specified:Lack/Loss of Power:
DESCRIPTION	The customer complained that the cruise control randomly triggered the brakes with no vehicle in front and no obstructions. He stated he had to hit the gas to get the vehicle out of cruise control to avoid an accident.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer could not verify the customer's complaint, but noted that there was a tow bar added to the front bumper which could be interfering with the ACC/FCW sensor.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED])
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	1/28/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCTXEC [REDACTED]
MILEAGE	48,163
OWNER	[REDACTED] [REDACTED] Apple Valley CA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Component-Not Specified:
DESCRIPTION	The customer stated while driving the brakes suddenly applied on their own like the Jeep was about to hit something even with no object in front.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer found the vehicle had an aftermarket front cover/bra with a cloth mesh piece that was covering the Adaptive Cruise Control camera, and rubbed on the trim ring around camera which caused it to come loose, intermittently obscuring the view, which would cause the camera to detect need to brake. The customer was informed that the front cover/bra should be removed to allow proper operation of ACC camera.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED])
CAIR #	[REDACTED]
DATE OF INCIDENT	11/6/2013
DATE OF NOTICE	Unknown
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCT9EC [REDACTED]
MILEAGE	193
OWNER	[REDACTED] [REDACTED] Honolulu HI [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical: Component-Not Specified::
DESCRIPTION	The customer complained the FCW system indicates either 'OFF' or 'available.'
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer's service tech went on a test drive with the customer and reported that the customer was driving in a very aggressive matter and was on throttle up to the rear of the vehicle in front of him. He also ran two stop signs during the test drive. The customer was instructed on the operation of the ACC/FCW systems.

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CLAIMS

MATTER # [REDACTED]
FILE TYPE Claim
FILE NAME [REDACTED]
CAIR # 2 [REDACTED]
DATE OF INCIDENT 4/17/2014
DATE OF NOTICE 4/22/2014
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Overland 4x2
VIN 1C4RJECT0EC [REDACTED]
MILEAGE 8,680
OWNER [REDACTED]
[REDACTED]
Palm Coast FL [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Brakes: ESP (Electronic Stability Program)/ESC (Electronic Stability Control): Performance:
DESCRIPTION The owner reported his wife was slowing down for a red light and ran into the rear of a vehicle stopped in front of her. Owner complained that the FCW system did not notify his wife that she was too close to the vehicle in front of her.
INJURIES 0
FATALITIES 0
ANALYSIS The inspection¹ revealed that, with the engine running, the FCW indicator light was not illuminated on the dash. The FCW Far box was checked, FCW Active Braking was checked, the FCW sensor mounted on the front bumper was loose and could be moved by hand. With the FCW in the ON position (Dash light not illuminated) the vehicle was driven 1.5 miles from the body shop to the dealership. When slowing down to make a left hand turn, the FCW Off light illuminated under the FCW button for approximately 20 seconds. The V.I.C. display did not display that the FCW was turned off at the time the FCW light was illuminated on the dash. The vehicle did not produce an audible sound nor did the brake pedal "Jerk" or create any movement to indicate that the FCW sensor sensed that the vehicle was too close behind another vehicle. There were two fault codes: BCM/ B2303-11 Stored and ACC/ C14A5-00 (Sensor Blinded) Stored.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

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MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	1/10/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFJG6E0 [REDACTED]
MILEAGE	4,280
OWNER	[REDACTED] [REDACTED] Chandler, AZ [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Component: Steering – Component Not Specified; Electrical: Cruise Control; Electrical: ESP (Electronic Stability Program)
DESCRIPTION	The customer presented the vehicle to a dealer on three occasions with a complaint about the ACC and FCW. Customer stated the cruise control warning system would go off with no vehicle in front for at least 300 yards. Customer said this happened about once a day.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer could not verify the customer's complaint on test drive and no fault codes were found.

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MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]9
DATE OF INCIDENT	Unknown
DATE OF NOTICE	5/14/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFJT8EC [REDACTED]
MILEAGE	21,000
OWNER	[REDACTED] [REDACTED] Citrus Heights CA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Forward Collision: Component-Not specified; Electrical: Radio/Speakers/Clock/Antenna; Electrical: Navigation System (GPS); Brakes: Component-Other (See Notes): Brake Assist
DESCRIPTION	The customer presented the vehicle to the dealer on two occasions complaining that the FCW was slamming hard on the brakes or not working at all.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer was not able to verify the customer's complaint and no fault codes were found.

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MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	4/30/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCM2EC [REDACTED]
MILEAGE	14,711
OWNER	[REDACTED] [REDACTED] Hartland WI [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical: Check Engine Light:: Emissions: Component-Not Specified::
DESCRIPTION	The customer's main complaint regarding the vehicle was with excessive use of DEF for diesel emission system. When he called about this complaint, he also stated he wanted to "aim the adaptive cruise control." There were two repairs for the front sensor for the Adaptive Cruise Control.
INJURIES	0
FATALITIES	0
ANALYSIS	There are two warranty repairs for the Adaptive Cruise Control. On the first visit, the front eye for ACC was loose in the housing and dash indicated the front sensor needed to be cleaned. On the second repair visit, the front adaptive cruise control housing was found to have dropped down into the bumper.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	7/20/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Limited 4x4
VIN	1C4RJFBM4EC [REDACTED]
MILEAGE	34,100
OWNER	[REDACTED] [REDACTED] Pahrump NV [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical: Cruise Control; Engine: Component-Not Specified-Hard Starting; Electrical: Computer/PCM/TCM/BCM/ECM/TIPM; Electrical: Radio/Speakers/Clock/Antenna
DESCRIPTION	The customer presented the vehicle to a dealer on one occasion complaining that the cruise control was not down shifting when going downhill and it would bring the vehicle to a full stop if another car was in the left or right lane.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer could not verify the customer's complaint on test drive and no fault codes were found.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED] 5
DATE OF INCIDENT	Unknown
DATE OF NOTICE	12/1/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFJG0EC [REDACTED]
MILEAGE	34,042
OWNER	[REDACTED] [REDACTED] Sausalito CA [REDACTED] 1
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Brakes:Component-Not Specified; Seats: Seats
DESCRIPTION	The customer stated that randomly, on flat surfaces, at highway speeds with no obstructions, the vehicle was braking on its own for no reason. The Brake warning light appeared and the message appeared that the FCW was dirty and needed to be wiped, but the problem was not fixed by cleaning the sensor.
INJURIES	0
FATALITIES	0
ANALYSIS	There was one repair visit for this complaint. The dealer could not verify the complaint and found no fault codes.

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CLAIMS

MATTER # 1 [REDACTED]
FILE TYPE Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT July 2014
DATE OF NOTICE 7/14/2014
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Overland 4x4
VIN 1C4RJFCT4EC2 [REDACTED]
MILEAGE 27,842
OWNER C [REDACTED]
[REDACTED]
Bensalem PA [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Brakes: Component-Not Specified: Do Not Hold Vehicle:
Air Bag: Air Bag: Deployment-non:
DESCRIPTION The customer reported he was in a minor accident. He was going about 8-10 mph when he rear ended another vehicle. He stated the front warning system never went off, the brakes never hit and everything was turned on. He also stated the airbag did not deploy.
INJURIES 0
FATALITIES 0
ANALYSIS The vehicle was repaired prior to the inspection¹. The inspection revealed no problems with the brakes, throttle components and/or electrical systems. Minor brake vibration was noted and the dealer recommended new front rotors to correct.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	9/16/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCT3EC [REDACTED]
MILEAGE	11,000
OWNER	[REDACTED] [REDACTED] Bronx NY [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors: Door Lock Brakes: Component-Not Specified Body / Trim / Paint / Finish: Mirror:Noise Electrical: Head Lamps & Switches Electrical: Alarm Body / Trim / Paint / Finish: Component-Not Specified Body / Trim / Paint / Finish: Paint Component-Not Specified: Recall/Campaign Electrical: Navigation System (GPS) Air Conditioning /Heater: Component-Not Specified Electrical: Check Engine Light Body / Trim / Paint / Finish: Hood Latch/Hinge
DESCRIPTION	The owner visited the dealer four times with a complaint that the adaptive cruise control was braking with no vehicle in front of the Jeep.
INJURIES	0
FATALITIES	0
ANALYSIS	When the vehicle was first presented to the dealer with a complaint about the adaptive brake activating, the dealer tech test drove the vehicle and could not duplicate the concern. There were no fault codes. The dealer could not verify the customer's complaint on the next two visits. On the fourth repair visit, again the complaint could not be verified on test drive and there were no fault codes, but the

technician advised the sensors were filthy and recommended the vehicle be washed and the customer agreed.

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CLAIMS

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	3/27/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCG5E0 ██████████
MILEAGE	4,325
OWNER	██████████ ██████████ Birmingham, MI ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical: Head Lamps & Switches: Fire Transmission /Transaxle: Component-Not Specified Electrical: Component-Not Specified
DESCRIPTION	The customer presented this vehicle to a dealer on multiple occasions complaining that the adaptive cruise control was sensing an obstruction when none was present.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer found a loose monitor eye, which they re-secured, but the condition remained. Next they replaced the forward collision warning module and replaced the cruise control sensor/module. The customer's complaints continued after this repair, but the dealer was could not verify any of those complaints. Prior to these complaints regarding the ACC/FCW system, the customer reported that as his wife was arriving home from work (on 1/31/2014 at 1,995 miles), smoke started coming from under the front of the vehicle and there were exposed wires hanging out that had shorted out and started the fire in the lower fascia. FCA US inspected the vehicle. The inspection ¹ found no evidence of open flame or fire. The vehicle was repaired prior to the inspection. The dealer suggested the fog lamp came out of the socket and damaged the fascia.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

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CLAIMS

MATTER # [REDACTED]
FILE TYPE Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 1/3/2014
DATE OF NOTICE 1/5/2014
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Summit 4x4
VIN 1C4RJFJT8EC1 [REDACTED]
MILEAGE 7,490
OWNER [REDACTED]
[REDACTED]
Pittsburgh, PA [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Driveability:Accelerator:Sudden Acceleration:
DESCRIPTION Mr. [REDACTED] stated while trying to stop in a line of traffic waiting to make a left hand turn, the engine rpm's went higher and he bumped into the back of the car in front of him. He stated that this had happened twice. Mr. [REDACTED] made no complaint regarding the FCW or ACC. The second owner of this vehicle, Mr. [REDACTED], reported the ACC system was not working (CAIR [REDACTED]) and complained that a new module was not available. He did not report any accident, nor did he make any legal claim.
INJURIES 0
FATALITIES 0
ANALYSIS The inspection¹ revealed no indication of a malfunction with the throttle control system that caused or contributed to the incident that Mr. [REDACTED] reported. The service brakes were also inspected and found to be functioning properly. A brake torque test was applied and the vehicle held stationary. Adaptive Cruise Control Plastic Lens Cover mounted in lower area of front bumper fascia askew when vehicle arrived at dealership. Inspection of plastic Adaptive Cruise Control Lens Plastic Cover indicated a chip in one of four plastic retaining tabs. There was no indication of impact damage to upper or lower vinyl fascia. The dealer that Mr. [REDACTED] presented this vehicle to noted a complaint of a message displayed indicating the sensor needed to be cleaned even though it was clean. The dealer also noted that stored

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

code C145-00 was cleared and that parts were on order.

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LEGAL SUMMARIES

CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	4/14/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCGXEC [REDACTED]
MILEAGE	15,825
OWNER	[REDACTED] [REDACTED] Bothell WA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Air Bag:Component-Not Specified:: Engine:Component-Not Specified:Lack/Loss of Power: Electrical:Check Engine Light:: Engine:Component-Not Specified:: Suspension:Component-Not Specified::
DESCRIPTION	The customer presented the vehicle to a dealer on one occasion with a complaint regarding the FCW/ACC system.
INJURIES	0
FATALITIES	0
ANALYSIS	The customer complained of: 1) dead pixel in dash; 2) ACC and FCW lights are on; 3) and Jeep thinks driver's seat belt is not buckled. The dealer replaced the "Electrical; Instrument Cluster/Sensor/Module ; Cluster, instrument panel ; Cluster and Electrical ; Instrument Cluster/Sensor/Module ; Module, occupant restraint.

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LEGAL SUMMARIES

CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	7/14/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFM9EC [REDACTED]
MILEAGE	28,172
OWNER	[REDACTED] [REDACTED] Castle Rock CO [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine: Component-Not Specified Electrical: Component-Not Specified Electrical: Check Engine Light Forward Collision: Component-Not Specified Forward Collision: Warning System (Audio, Display, Haptic)
DESCRIPTION	The customer presented the vehicle to a dealer on two occasions complaining that the FCW system warning was going off all the time.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer cleaned the sensor on the first repair visit and the customer was advised to keep the sensor as clean as possible. The dealer found the sensor was off about a half an inch on the second repair visit, so the sensor was adjusted.

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CLAIMS

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██████████)
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	6/5/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x2
VIN	1C4RJECT4E0 ██████████
MILEAGE	20,777
OWNER	██████████ ██████████ Corona CA ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Brakes:Component-Not Specified
DESCRIPTION	The customer presented this vehicle to a dealer on multiple occasions complaining that the FCW was activating the brakes while driving without an obstacle in front of the vehicle. On one of these visits (5/12/2014 at 13,608 miles), the customer complained that he was nearly rear ended when the FCW system activated the brakes.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer test drove the vehicle and looked for fault codes every time the customer brought the vehicle in with this complaint, but the dealer was never able to verify the customer's complaints. The dealer recalibrated the acceleration sensor and flashed the PCM and TCM during one repair visit even though no problem was found, but the complaints continued and the dealer was never able to find any problem during test drives and never found any fault codes.

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CLAIMS

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	4/23/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCT8EC ██████████
MILEAGE	11,106
OWNER	██████████ ████████████████████ Plainfield IL ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical: Bluetooth:: Electrical: Keyless Entry/Remote Starter (Fob):: Engine: Component-Not Specified: Stalling: Electrical: Wipers/Washers:: Electrical: Radio/Speakers/Clock/Antenna Transmission / Transaxle: Shift/Gear Selector / Linkage Brakes: Component-Not Specified:: Seats: Component-Not Specified::
DESCRIPTION	The customer complained multiple times about the FCW activating without a vehicle or obstacle ahead. He stated that the FCW activated the brakes about six times and on three of those occasions there was no vehicle in front of him. He says on the other three occasions the vehicle in front of him was not close enough to warrant activation of the brakes. He stated he was nearly involved in an accident on two of these occasions.
INJURIES	0
FATALITIES	0
ANALYSIS	On the first repair visit, the customer complained the blindspot monitoring was not working and that he was almost in an accident when the red brake light came on with the buzzer and the FCW system activated the brakes. This occurred more than once. The dealer tech could not verify this complaint during the test drive and no fault codes were found. The dealer performed Recall N58. On the second repair visit, the customer stated the Adaptive Cruise Control warning came on, switching between the warning and the radio. The

warning chimed and the cluster went blank. The dealer found active fault 2129 ACC Voltage below threshold. The tech traced the problem to corrosion in the wiring. The adaptive cruise control sensor and front headlamp wiring were replaced. The new ACC sensor was aligned and then road tested. On the third repair visit, the customer complained that on 2/17/2014 the red brake light lit up and the brakes activated in the middle of an intersection. He was almost hit by another vehicle. He said the dashboard screen did not work for 20 minutes after this incident. When it began working, the navigation and radio were working intermittently, washers became inoperable and he could not see the speedometer. The dealer could not verify the customer's complaint and found no fault codes. The prior wiring repair checked out okay. On the fourth repair visit, the customer complained FCW had gone off a couple times and the brakes engaged. Dealer was not able to verify the customer's complaint and found no codes. The dealer re-calibrated the system. Dealer discovered the system was set at far which would give the customer the most warning time and activate sooner. Advised customer the system could be adjusted for distance. Reviewed owner's and service manuals with customer. FCW may be triggered by objects other than vehicles such as guardrails or sign posts based on the course prediction. This is expected and is part of normal FCW activation and functionality. Advised customer he could turn off the braking portion of the FCW option so that only the audible warning and warning light activate. On the fifth repair visit, the customer complained "stop illuminated on EVIC and vehicles slows down." The dealer replaced and calibrated the upper camera. On the sixth repair visit, the customer again complained of the FCW warning illuminating. The dealer cleaned and calibrated the front camera.

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CLAIMS

MATTER # [REDACTED]
FILE TYPE Claim
FILE NAME [REDACTED]
CAIR # [REDACTED]
DATE OF INCIDENT 11/11/2014
DATE OF NOTICE 11/11/2014
MODEL/MODEL YEAR 2014 Jeep Grand Cherokee Limited 4x4
VIN 1C4RJFBG4E0 [REDACTED]
MILEAGE 6,840
OWNER [REDACTED]
[REDACTED]
Glen Head NY [REDACTED]
COURT NA
DOCKET # NA
ALLEGED DEFECT Brakes:Component-Not Specified:Do Not Hold Vehicle:
DESCRIPTION The owner's daughter, [REDACTED], was driving when the brake warning light came on in the center dash and the brakes applied on their own. The truck following her collided with her rear bumper/hatch. Owner, [REDACTED] stated his daughter did not have the cruise control engaged and doesn't even know how to use it, however she is right handed and it was possible she may have unintentionally engaged it. Mr. [REDACTED] stated the car had been to the dealer several times prior to this accident for this problem.
INJURIES 0
FATALITIES 0
ANALYSIS Inspection¹ revealed no indication of a brake related malfunction that might have caused or contributed to the incident. The vehicle was test driven for 5 miles with the cruise control on and the distance set at various bars. With 1 bar, the Jeep maintained 2 car distance automatically, with all bars it maintained approximately an 8 car length distance. Acceleration to defeat the system spacing and the brakes responded as designed with quick application and then distance spacing.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

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CLAIMS

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	████████████████████)
CAIR #	██████████
DATE OF INCIDENT	6/6/2014
DATE OF NOTICE	6/30/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCM4EC ██████████
MILEAGE	4,963
OWNER	████████████████████ ████████████████████ Farmington NM ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Component-Not Specified:Lack of Component:
DESCRIPTION	Owner/Driver, ██████████, stated he had turned his head and when he turned back, a Subaru traveling in front of him had slowed. He tried to stop, but struck the Subaru lightly in the rear. He then stated, after the accident, he thought he remembered that the Enhanced Accident Response System did not give the warning sign like it was supposed to. Mr. ██████████ stated that in a prior experience the system gave him audible and physical warnings about an impending accident.
INJURIES	0
FATALITIES	0
ANALYSIS	The inspection ¹ revealed no indication of a malfunction with the vehicle systems that caused or contributed to the accident. The inspector noted that the system camera was removed to disable the system "after" the accident stated in this report until the customer's concern was satisfied and the repairs were completed.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

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CLAIMS

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	8/27/2014
DATE OF NOTICE	9/5/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFJT1EC3 ██████████
MILEAGE	5,024
OWNER	████████████████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical: Cruise Control-Adaptive:Performance:
DESCRIPTION	Driver, Aditya Narain, was driving in traffic at 50-55 MPH with the adaptive cruise control on in the 1 bar position. The traffic in front of him slowed down very fast. The Jeep slowed down to about 30 MPH and then sped up. It happened so fast he was not able to apply the brakes. He rear-ended the car in front of him because the Jeep sped up.
INJURIES	0
FATALITIES	0
ANALYSIS	Inspection ¹ revealed no evidence of a malfunction with the adaptive cruise control system. The forward facing camera had impact damage. DTC in the BCM U1215-00 active DTC in the ACC U1215-00 stored. No dash warning lights stayed on after the bulb check.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	8/13/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Summit 4x4
VIN	1C4RJFJG3EC [REDACTED]
MILEAGE	4,300
OWNER	[REDACTED] [REDACTED] Amherst OH [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:: Electrical:Cruise Control:: Driveability:Component-Not Specified:Vibration: Electrical:Cruise Control:: Brakes:Component-Not Specified:: Body / Trim / Paint / Finish:Component-Not Specified::
DESCRIPTION	The customer presented this vehicle to a dealer on three occasions with a complaint that the cruise control was intermittently inoperable. The display indicated ACC/FCW unavailable.
INJURIES	0
FATALITIES	0
ANALYSIS	On one occasion the dealer found fault code 7793 indicating the sensor needed to be cleaned. On the other two repair visits the cruise control switches and the cruise control module were replaced.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	9/11/2013
DATE OF NOTICE	9/12/2013
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCG7EC [REDACTED]
MILEAGE	Unknown
OWNER	[REDACTED] [REDACTED] Cheswick PA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Steering:Steering Wheel/Column:: Body / Trim / Paint / Finish:Mirror:: Transmission / Transaxle:Component-Not Specified:: Electrical:Radio/Speakers/Clock/Antenna:: Air Conditioning / Heater:Air Conditioning::
DESCRIPTION	Customer reported that on two occasions while driving home the FCW activated and started beeping like crazy with no vehicles within 100 yards of him. The second time the system activated the brakes, he was on the PA turnpike going 70 mph when it activated.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer was not able to verify the customer's complaint and no fault codes were found.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	12/18/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCM7EC [REDACTED]
MILEAGE	18,085
OWNER	[REDACTED] [REDACTED] Gales Ferry CT [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Brakes:Component-Not Specified:: Electrical:Component-Not Specified:: Body / Trim / Paint / Finish:Component-Not Specified:Leaks: Air Conditioning / Heater:Component-Not Specified:: Engine:Component-Not Specified::
DESCRIPTION	Customer states that the anti-collision system will flash "BRAKE" when there are no vehicles in his lane or around him and the system had actually engaged the brakes twice when it was not needed and could have caused an accident.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer was not able to verify the customer's complaint on test drive and found no fault codes. On one repair visit the dealer performed all current software updates even though no problem was verified. The dealer also made various adjustments and cleaned the sensors. On another repair visit, the dealer found a small nick on the camera which was replaced.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	1/22/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee SRT 4x4
VIN	1C4RJFDJ3EC [REDACTED]
MILEAGE	16,000
OWNER	[REDACTED] [REDACTED] Mountain View CA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine: Component-Not Specified:Noise Brakes: Component-Not Specified Steering: Component-Not Specified Electrical: Backup Camera Suspension: Component-Not Specified Electrical: Cruise Control Electrical: Alternator/Voltage Regulator
DESCRIPTION	The customer presented the vehicle to the dealer stating the adaptive cruise control approach distance seemed too close when on minimum setting and brakes late.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer checked the ACC settings and found customer had setting to OW. The dealer moved the setting to the furthest setting possible.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	2/17/2015
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCG3E0 [REDACTED]
MILEAGE	24,000
OWNER	[REDACTED] [REDACTED] Palmdale CA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Radio/Speakers/Clock/Antenna::
DESCRIPTION	The customer complained that periodically while using the Adaptive Cruise Control the vehicle would randomly decelerate without warning. Customer stated the issue had been noted/confirmed on three occasions. He also stated that the Adaptive Cruise Control braking function activated when a vehicle was passing him on the side.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer contacted FCA US for technical assistance. The dealer tech advised there were no fault codes and he could not duplicate a concern. The tech performed a sensor alignment and adjusted the vertical and horizontal alignment. Technical assistance advised the dealer to review adaptive cruise control operation and adjustable settings with the customer.

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LEGAL SUMMARIES

CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED])
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	4/6/2013
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCT1E0 [REDACTED]
MILEAGE	1,081
OWNER	[REDACTED] [REDACTED] Seattle WA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Brakes: Component-Not Specified
DESCRIPTION	The customer complained that some features of his 8.4 AN system were not working properly. The customer stated that for two safety features, Forward Collision Warning and Forward Collision Active Braking, he could not successfully select them. When he selected them, they would unselect a couple of seconds later.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer could not verify the customer's complaint.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	7/5/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCT0EC [REDACTED]
MILEAGE	10,000
OWNER	[REDACTED] [REDACTED] Union NJ [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Alarm:: Brakes:Component-Not Specified:: Electrical:Wipers/Washers::
DESCRIPTION	The customer complained that he was having electrical concerns. At times a message was displaying telling him to brake or the system was applying the brake without driver intervention. He stated he had tried to address this with his dealer five or six times and each time the issues were not resolved. Customer was concerned this would cause an accident or someone would get hurt.
INJURIES	0
FATALITIES	0
ANALYSIS	The dealer replaced a missing fastener on the adaptive cruise control bezel on one repair visit.

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CLAIMS

MATTER #	[REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	6/2/2014
MODEL/MODEL YEAR	2014 Jeep Grand Cherokee SRT 4x4
VIN	1C4RJFDJ8EC [REDACTED]
MILEAGE	3,187
OWNER	[REDACTED] [REDACTED] Houston TX [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Radio/Speakers/Clock/Antenna:: Electrical:Component-Not Specified:: Body / Trim / Paint / Finish:Component-Not Specified::
DESCRIPTION	Customer stated that he has had the vehicle into the dealership several times in regards to the collision sensors and the blind spot sensors. He was driving down the road when the vehicle sensed that there was something in front of the vehicle and forced his vehicle to brake. He took the vehicle to the dealership for diagnosis and they determined that the module needed to be replaced. Customer stated that in order for them to do repairs on the blind spot sensors that the dealership needed to remove the rear bumper. He then noticed that the dealership had scratched the rear bumper. Customer stated that with these issues his flares over the rear tires were also sticking out. Customer stated that the dealership sent him to a shop and had them glued down, but now that he is having issues with the sensors again they are going to have to rip the glued sides down.
INJURIES	0
FATALITIES	0
ANALYSIS	The repair history for this vehicle shows several repair visits for complaints regarding the blind spot monitor, but there is no mention of the ACC or FCW.