

Customer Assistance Inquiry Record (CAIR)#

VTN	2C3CDXH0	CH		Open Date	12/05/2013	Built Date	12/15/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	03/23/2012	Mileage	35,350	Dealer Zone	42	DETROIT	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	PITCH BLACK					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	26334	SOUTHFIELD CHRYSLER PLYMOUTH JEEP				EAGLE	
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			Dealer State	MI	Dealer Zip	48034
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BERKLEY MI					Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer added a phone number to the account.
Product - Unknown - Unknown - Accident - Default	Customer's vehicle hit a Jeep parked in front of him.
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	

1. Who is calling and what is their contact information? SA Emily called from 26334 calling for customer.

Preferred:
Alternate: Did not provide one.

2. What happened? SA Emily states the customer was parked in front of the house. While parked inside, customer's friend was in the passenger seat and the customer went inside to get something. Customer states that the vehicle shifted on its own and hit the Jeep in front of his vehicle. Customer states that Jeep is not damaged but his vehicle is caved in. SA Emily states that the customer would like a field rep to look at the vehicle. Agent told SA Emily that the case will be sent up to another department for further handling. Agent told SA Emily that a CM will be in contact with him by mail or phone in 2-5 business days.

3. What is the current location of the vehicle? At DLR 26334. Reassigned to 82S.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative
In lines 6, Agent meant: While parked, the customer's friend was in the passenger seat...

12.05.13

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

SOUTHFIELD DODGE CHRYSLER JEEP CJDTR

28100 TELEGRAPH ROAD SOUTHFIELD MI 48034 248-354-2950

Per OGC Matrix, reassigned to 82T. MG17

12/5/13 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 12-05-2013 15:32

CAIR NUMBER E-MAIL SENT TO EAA 12-05-2013 15:33

CCRG Open Date: 12/05/2013 15:05:15

Letter Sent: Acknowledgement 12/06/2013 09:11:20

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/16/13 AT 04:19:59

Letter Sent: Denial 12/17/2013

INFORMATION Redacted PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG6	EC		Open Date	09/22/2015	Built Date	08/16/2013
Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	10/22/2013	Mileage	11,000	Dealer Zone	32	NEW YORK	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Dealer	26062	MANHATTAN JEEP-CHRY-DODGE INC					
Dealer Address	678 ELEVENTH AVENUE						
Dealer City	NEW YORK			Dealer State	NY	Dealer Zip	10019
Owner						Contact Type	LETTER
Address						Home Phone	
	NEW ROCHELLE NY					Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default	Customer seeking Lemon Law
Product - Unknown - Unknown - Accident - Default	

Customer states that they are extremely unhappy with the vehicle and to get out of the vehicle as soon as possible. Customer states that they have been having issues with the transmission. Customer states that the transmission slipped out of park and almost crushed(pinned) his leg in the door. Agent understood and apologized for the issue. Customer advised the agent that they want out of the vehicle as they do not feel safe in it anymore. Agent understood and advised the customer that they would escalate the case to the CM Team for further review and assistance. Customer understood.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement?

Reassigned to 91L

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

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

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

***Raven with the I2R Customer Resolution Team is responsible for this CAIR. If the customer should call, please direct them to contact Raven at 214-583-2105. Thank you. ***

--Called dealer (26062) to confirm last time vehicle was in for service. Spoke with service receptionist Debora who stated the last time the customer was in for service was 02/15.

--Called dealer (60453) spoke with service receptionist who stated the computers are down and requested a callback.

--Spoke with customer, completing the initial call. Customer stated his vehicle has been in 5 times. Customer stated he wants his lease canceled and his money refunded. I advised customer that is an option I am able to review for, but the first step is to take the vehicle in for service.

Customer agreed to take the vehicle to Manhattan Jeep (26062). I advised I will authorize a rental. I advised customer a case with a Chrysler technician will be opened to assist with repairs. I explained I2R process and advised I will follow up with him once the appointment is scheduled.

--Called dealer (60453) spoke with appointment coordinator Gina.

Appointment set for 10/06/15 at 7:30am. LVM for SA Ryan for rental authorization.

--Customer notified of above. Provided contact information and advised I

will follow up with him once rental is authorized.

Follow up 10/02/15

--Called dealer (26062) to confirm last time vehicle was in for service. Spoke with service receptionist Debora who stated the last time the customer was in for service was 02/15.

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Appointment set for 10/06/15 at 7:30am. LVM for SA Ryan for rental authorization.

--Customer notified of above. Provided contact information and advised I will follow up with him once rental is authorized.

Follow up 10/02/15

--Called dealer (26062) spoke with appointment coordinator Gina confirmed appointment for 10/06 at 7:30am. Rental confirmed per SA Frank. SA stated he will give customer a call.

--LVM for customer advising rental has been authorized for appointment on 10/06/15 at 7:30am.

Follow up 10/07/15

Received VM from customer requesting a call back.

--Called customer who stated he had to reschedule his appointment to next Tuesday. Customer stated he spoke with SA Frank and was advised he will need to speak with CM in regards to SUV for a rental. I advised I will reach out to SA Frank to confirm.

--Called dealer (26062) spoke with receptionist Sandra who stated SA Frank is unavailable. Left message with Sandra advising rental can be covered at \$40/day to cover SUV for customer. Left contact information for further assistance.

Follow up 10/12/15

--Called customer and advised service has been notified in regards. Customer stated he will still make his appointment. Customer stated he would like to stay with Jeep, but would like a different vehicle. Customer stated his vehicle is a ticking time bomb. Customer stated he has been with Jeep for decades and would like to stay with the brand, but with a reliable vehicle.

Follow up 10/15/15

***** Following Corporate Resource has been contacted *****

TAPS

on 2015-10-12 @ 17:46

--Called dealer (26062) spoke with SA Frank who stated they have not looked at the vehicle yet. SA stated he will probably get a chance to look at it tomorrow.

--Spoke with customer who stated he was not provided a SUV. Customer stated he wants his rental upgraded.

--Called dealer (26062) LVM for SA Frank advising customer was supposed to be placed into a SUV rental. I advised additional amount was covered.

I advised to follow up with me so rental can be exchanged.

Follow up 10/20/15

--Called dealer (26062) LVM for Frank requesting callback.

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] FOR INFORMATION

--Called dealer (26062) spoke with SA Frank who stated a purge solenoid had to be replaced. SA stated they are finishing up on the customer's vehicle.

--Called customer, not available LVM for callback.

Follow up 10/22/15

CAIR ESCALATION UPDATE

SEE STAR CASE# 100441676 FOR INFORMATION

***** Below Customer Contacted for Documentation Request *****

██████████ on 2015-10-22 @ 17:10

--Spoke with customer who stated he has his vehicle back and he is not satisfied with the entire process. Customer stated he was involved in an accident two months ago but sent the documents in recently supporting the claim. Customer stated he put the vehicle into park and went to get out of the vehicle and the vehicle began rolling forward at extremely low speeds (1-2 mph) and the vehicle crashed into a wall causing the front bumper and front driver side to have damage. I advised case will be sent for review. Sent link for attachment of documents.

Follow up 10/28/15

***** Customer Document Received *****

COIN Updated & CAIR reassigned to 82S

Contact: ██████████

Telephone #1 A (██████████)

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

██████████ c

New Rochelle, NY ██████████

LOCATION OF VEHICLE PHONE NUMBER A ██████████

What happened?: Customer states he put the vehicle into park and went to get out of the vehicle and the vehicle began rolling forward at extremely low speeds (1-2 mph) and the vehicle crashed into a wall causing the front bumper and front driver side to have damage. (This has not been repaired yet).

Preferred Email Address?

██████████

Date of Incident ██████████

Customer states two months but could not specify date.

CAIR ESCALATION CLOSURE

SEE STAR CASE# ██████████ FOR INFORMATION

--Spoke with customer and advised I am able to provide CDI pricing on new vehicle. Customer stated he wants his claim addressed via email. I advised customer I don't have anything to send him via email. I advised case is being reviewed by another department. Customer stated he would like a supervisor because he has no record of his claim. I advised case is documented and all calls are reordered. Customer insisted on speaking with a supervisor. I advised there is a 24-48 business hour turn around.

Follow up 11/03/15

--Spoke with customer who stated the dealer needs documentation from me of the offer being extended to him.

11/02/15

vehicle began rolling forward at extremely low speeds (1-2 mph) and the vehicle crashed into a wall

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

██████████

New Rochelle, NY ██████████

LOCATION OF VEHICLE PHONE NUMBER A ██████████

Reassigned to 82t for their review and handling.

11/3/15 ASSIGNED TO MJK32. PAG

CAIR NUMBER ██████████ REQUEST EAA INSPECTION 11-03-2015 08:42

CAIR NUMBER ██████████ E-MAIL SENT TO EAA 11-03-2015 08:42

CCRG Open Date: 11/02/2015 10:27:45

Customer stated that he was advised to contact us for a termination of his lease. Agent advised customer we do not terminate leases he would need to outreach the purchasing DLR or the financial company as advised by TL KB805.

Caller left message requesting return call.

Does customer's address match COIN (Y/N):Y

If no, customer's current address:

Customer's current phone number (Daytime): ██████████

Customer's current phone number (Evening):

Customer's email address:

Any additional information:

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Per OGC Matrix, reassigned to 82T.

11/12/15 UPDATED CCRG FILE & CASE MANAGER. PAG _

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N):([REDACTED])

If no, customer s current address:

Customer s current phone number (Daytime):

Customer s current phone number (Evening):

Customer s email address:

Any additional information:

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82T.

2/29/16 UPDATED CCRG FILE & CASE MANAGER. PAG _

Customer looking for update. Customer states he would like a rental vehicle. Customer states that he is waiting for someone to come and look at the vehicle. Agent advised customer that its with the Legal department and we are unable to transfer but agent will update the notes.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/08/16 AT 16:51:58 [REDACTED]

3/11/16

NOTLEDTOBELIEVE.DRM letter requested this date

POSTMARK DATE: 031116; DATE RECEIVED: 031116

3/14/16

NOTLEDTOBELIEVE.DRM letter mailed this date

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFJG7	EC		Open Date	10/06/2015	Built Date	11/08/2013
Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY			
In Service Dt	11/18/2013	Mileage	27,000	Dealer Zone	32	NEW YORK	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Dealer	23011	BRIGHAM-GILL MOTORCARS INC					
Dealer Address	817 WORCESTER ST						
Dealer City	NATICK			Dealer State	MA	Dealer Zip	01760
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	SHERBORN MA					Country	UNITED STATES

Corporate - Survey By-Pass - Duplicate CAIR - Default - Default

Product - Brakes - Unknown - Defective - Unknown

Customer will not stay in park.

Briefly summarize why the customer is contacting Chrysler: Customer states that the when the vehicle is in park it rolls. Customer states that they have tried to get out with the of the lease with through the DLR and swap the lease. Customer states that that there are issues with the electrical system doing weird, 911 assist not working all the time. Customer does not feel safe in the vehicle.

Briefly summarize what the customer is expecting: Customer wants her vehicle to be investigated because the issues that she having are 'life threatening', for her children. Agent advised the customer that a CM would be on contact with her in 1 BD.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates

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

Mobile number:

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

Has the vehicle been diagnosed by a CDJR

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

If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 23011

Reassigned to 88F

Customer called CAC in behalf of speaking with BM979 on the 6th about the issues with the vehicle and the customer stated that she will get a text message with the case number or an email update, customer states that she didn't get a call back and she is looking to speak to the CM, agent advised customer that the CM is Taylor and agent can transfer the customer to TL448, thanked agent for helping and end of contact. Mrs. Niit stated that she was advised a call within 24 hours but no one has called her back. Writer advised that writer will request a call back as soon as possible.

Status update provided via email to the following email address:

SH1317@chrysler.com.TL448@chrysler.com.bs899@chrysler.com

Customer is requesting to speak with his CM

End of Status Update

***** CASE MANAGER TEAM - District T *****

In warranty

MVP: none

Household: 1 new 0 used

CONTACT UPDATE - Customer was contacted today at 2:34PM.

Customer was provided with agent's extension: 40766.

Writer contacted customer. Customer stated that she feels unsafe in her

vehicle DLR stated they would buy back the vehicle for 2500 dollars. Customer inquired about other vehicles with the same issue. Customer does not want vehicle. Writer advised of NCDS number. Writer advised she will follow up 10/12 to see if customer wants to go through with repairs. Customer contacted agent left message for a call back at [REDACTED] customer called for more explanation on why this NCDS was offer to them by the CM she spoke with today, agent advised why and advised what the CM is here for and why they would of advised them of this.

Briefly summarize why the customer is contacting Chrysler: Customer called in to see if there was a recall coming up on the ABS braking system in November. Customer stated that on all the sites she looked up that Chrysler is unaware about the recall on ABS taking out the instrument panel and having the ABS braking system lock up driving down the road.

Briefly summarize what the customer is expecting: Customer wanted to know if there was a recall coming out in November for that.

Agent advised customer that as of today there is no recall coming out in November. Agent advised customer that all her recalls where complete. Writer contacted customer. Customer stated that she contacted NCDS and the DLR stated there is not a current repair for the vehicle. Writer advised that if a recall comes out the customer will be notified. Writer advised since there is no repairs the case will be closing. Writer advised that customer can call brand line for further concerns. CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCT0	FC	Open Date	10/08/2015	Built Date	11/15/2014
Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	12/31/2014	Mileage	7,093	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Dealer	26897	DAVE WARREN CHRYSLER, DODGE,				
Dealer Address	1001 WASHINGTON STREET					
Dealer City	JAMESTOWN			Dealer State	NY	Dealer Zip 14701
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NORTH COLLINS NY 1				Country	UNITED STATES

Product - Electrical - uConnect Cellular System - Navigation - Default	gives bad directions
Product - Transmission / Transaxle - Unknown - Slips - Default	vehicle rolls in park
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default	

CQI Survey Record Received - DATE : 10/08/2015

Survey Number : 6657915

Quality Survey ID Number:

Survey Date : 09/24/2015

VIN Last 8 : FC

CQI Comments :

Did Customer ask for call back: Yes

Did Customer specify Email or Phone: Yes

Customer s Preferred Method of Contact: Phone

Preferred call back number is:

Preferred Email address: did not specify

Mileage Updated: 9999

Dealer code: did not specify

Reason Codes Added: Transmission / Transaxle Slips, uConnect - Navigation

Summarize Customer concern: Gear selector is difficult to operate (auto. trans.). Navigation system works, but missing information; has incorrect information; gives wrong directions.

Reassigned to: 861

DEALERSHIP CONTACT: DAVE WARREN CHRYSLER 26897 at 716-484-7125, Spoke with Andy (Service Advisor) who stated that the vehicle was at the dealership on 6/16/15 for an oil change, multi inspection and to have 2 software updates done.

Status update provided via email to the following email address:

Hi Mr.

I am following up with you regarding a survey you recently completed regarding your 2015 Jeep Grand Cherokee. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

I see by your survey that you have taken your vehicle to the dealership to have the concerns diagnosed. If you are still having a concern we recommend contacting your authorized dealership to arrange an appointment for a diagnosis on the issue.

Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Jeep, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Jeep Customer Assistance at: 877-426-5337.

Our dealerships have the factory training, equipment and information

available to them to diagnose and correct problems with our vehicles.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,

Barb

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG2	EC		Open Date	10/08/2015	Built Date	03/20/2014
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY			
In Service Dt	07/31/2014	Mileage	8,800	Dealer Zone	32	NEW YORK	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Dealer	45619	EMERLING CHRYSLER DODGE JEEP RAM					
Dealer Address	195 WEST MAIN STREET						
Dealer City	SPRINGVILLE			Dealer State	NY	Dealer Zip	14141
Owner						Contact Type	LETTER
Address						Home Phone	
	SPRINGVILLE NY					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer states vehicle rolled back while in park
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: SA Chris from dealership EMERLING CHRYSLER DODGE JEEP RAM is calling to open a claim for customer. SA Chris then passed the phone to customer to explain her situation. Customer states on March 11th 2015 she arrived to work and is pretty sure the vehicle was put in park. Customer states as she was getting out of the vehicle it started rolling back throwing her to the ground. Customer states the vehicle rolled over her leg, continued rolling back almost hitting another vehicle and then vehicle was stopped by a snow bank. Customer states she had an open wound and had to go to an open wound care center and several doctors appointments. Customer states her son was driving the vehicle in May 2015 and he put the vehicle in park as well and it started rolling back. Agent advised customer their case will be escalated and they will receive a call back. Briefly summarize what the customer is expecting: Seeking assistance with incidence with vehicle.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 n/a

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED],
SPRINGVILLE, NY, [REDACTED] 1

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states she arrived to work and was sure she put vehicle in park. Customer states as she was getting out of the vehicle, it started rolling back and threw her to the ground. Customer states the vehicle then rolled over her leg, leaving her with an open wound. Customer states she had to go to an open wound clinic. Customer states the vehicle continued rolling back, just missing another vehicle and then was stopped by a snow bank.

Preferred Email Address: [REDACTED]

Date of Incident? March 11th 2015

Reassign to 82S.

10/14/15

INJURY

was sure she put vehicle in park then rolled over her leg

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED],
SPRINGVILLE, NY, [REDACTED]

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

Reassigned to 82t for their review and handling.

R40 RADIO SECURITY VULNERABILITY SAFETY 07/24/2015 INCOMPLETE

10/14/15 ASSIGNED TO MJK32. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 10-14-2015 13:06

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 10-14-2015 13:06

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): y

If no, customer s current address:

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening): 7 [REDACTED]

Customer s email address: [REDACTED]

Any additional information: Customer seeking an update on the case as she hasn t heard from anyone yet.

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82T.

CCRG Open Date: 10/14/2015 10:55:07

10/16/15 UPDATED CCRG FILE & CASE MANAGER. PAG

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/20/15 AT 16:11:52 [REDACTED]

FILE RETURNED TO SI FOR RESOLUTION

10/30 Dictated denial letter.

POSTMARK DATE: 103015; DATE RECEIVED: 103015

11/2 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG7	FC	Open Date	11/18/2015	Built Date	08/30/2014
Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	09/12/2014	Mileage	20,000	Dealer Zone	51	CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PFS	CASHMERE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60492	NIKLES OF PETERSBURG, INC				
Dealer Address	300 S 6TH ST					
Dealer City	PETERSBURG			Dealer State	IL	Dealer Zip 62675
Owner					Contact Type	E-MAIL
Address					Home Phone	
	PETERSBURG IL				Country	UNITED STATES

Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

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

2015 jeep 1C4RJCF7FC

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

vehical does not shift into park. The dealer informed me that you have to press the brake firmly, push the button and press the lever into park. Every vehical I have owned in over 60 years has not had this problem. When you think you are in park it may be in neutral, reverse or whatever. You can exit the car and it may still be on. I justed stopped at the dealer to mentioned this for the second time and when I exited the vehical it was in neutral and rolled back. I have visited with others and know this is a problem. You now have hard copy on my issue and if I have a serious problem before I buy something else this fall I will be contacting you. I am sure this is a wide spread problem you don t want to address Ron Stevens

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

Dear

Thank you for contacting the Jeep Customer Assistance Center.

We would like to apologize for the delayed response to your email.

We are sorry to learn of the shifting concern you are having and we appreciate the time and effort you have taken to bring this matter to our attention.

The owner information we have on file does not match what was sent in your email. Please reply to this email to confirm the correct owner information so that we may keep our records up to date.

We will have your case sent to the Case Management team for further assistance. They will be in contact with you as soon as possible.

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

Sincerely,

Victoria

Customer Service Representative

Jeep Customer Assistance Center

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

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates: ronaldgstevens75@gmail.com

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

Mobile number: N/A

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? (N)

If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 60492

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

Date: N/A

Time: N/A

Confirmed appointment at "dealer code" with "name"

Is the customer in a rental? (N)

Who authorized? N/A

From what date? N/A

Reassigned to 88F

***** CASE MANAGER TEAM - District P *****

In Warranty

Household: 1 new 0 used

MVP: none

CONTACT UPDATE - Customer was contacted today at 6:50pm.

Customer was provided with agent s extension: 40732.

Status update provided via email to the following email address:

[REDACTED]

Hello, my name is Shelly, and I have been assigned as your case manager.

This email is confirmation that your case, [REDACTED] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, 21[REDACTED] My office hours are 8:00AM 4:30PM (Mountain Time). My contact information is 800.763.8422 EXT 40732. If your preferred telephone number mentioned above isn t correct, please reply with the correction.

Thank you for being part of our Jeep family!

End of Status Update

Writer contacted the customer, customer stated that the DLR has explained how this is supposed to work and he understands but he does not think this is a good thing and is dangerous CM attempted to provide next steps and customer stated that he is busy and would prefer to discuss this another day. CM will follow up on Monday 11/23.

Agent contacted customer let know CM is not in writer will follow up 11/25.

Writer contacted the customer, provided next steps, customer stated that he no longer needs assistance as he traded the vehicle in for another product and disconnected the call.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG7	FC	Open Date	10/29/2015	Built Date	04/04/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	10/02/2015	Mileage	900	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC				
Dealer Address	32899 VAN DYKE AVENUE					
Dealer City	WARREN			Dealer State	MI	Dealer Zip 48093
Owner					Contact Type	LETTER
Address					Home Phone	
	OAK PARK MI				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer stated vehicle rolled uphill when shut off
Corporate - Property Damage - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	

Customer stated he has minimal damage to vehicle but about \$8,000 damage to store front. Customer is taking his vehicle to DLR 26016 on Monday to have repairs done. Customer asks CM call him early day as he leaves for work at 2:00

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone #1

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: , OAK PARK , MI

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states he went to gas station and went in to get lottery tickets. While in store vehicle rolled forward and hit structural part of the store. Customer is wondering how the vehicle could have gotten that much momentum in 20 feet and on an upgrade. Customer is sure he shut vehicle off. Customer was able to get video footage from gas station.

Preferred Email Address?

Date of Incident?

Date of Incident? 10/21/2015

Agent advised customer Thank you for allowing me a moment to review the notes on your file. What I see is that your case is being handled by another department. I apologize that I cannot provide you additional information, but I can assure you that you will be contacted back within 2-3 business days.

Customer is available to receive calls until 2:30 est.

Preferred Email Address?

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): Yes

Customer s current phone number (Daytime)

Customer s email address

CAIR assigned to 82S for contact request.

11/9/15

vehicle rolled forward and hit structural part of the store

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: , OAK PARK , MI

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

Reassigned to 82t for their review and handling.

11/10/15 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 11-10-2015 11:04

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 11-10-2015 11:04

CCRG Open Date: 11/09/2015 14:01:29

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/16/15 AT 11:33:47 [REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

customer calling in for update on case and is looking to find out when he can take the vehicle in to get repaired. agent advised customer would receive a call back from the department that is working on the case with him

Customer called to see if Chrysler will be paying for his rental while he waits for them to give the go-ahead to have the vehicle worked on. Agent advised that permission must come from his CM. Agent advised that a callback has been requested and he should be hearing from someone soon.

FILE RETURNED TO SI FOR RESOLUTION

11/18 Dictated denial letter.

POSTMARK DATE: 111815; DATE RECEIVED: 111815

His Insurance company called on Monday Nov 16th and advised customer that they are not paying for the rental as the vehicle is drivable.

They would pay only for the first day of rental which was Nov 12th.

Customer states that the inspection was completed on Nov 12th and he has not heard anything since.

He states the vehicle is currently at his home address.

Customer also states he has requested contact or follow up on this case and has not received any follow up yet.

Agent advised that the request for a call back would be re-submitted.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): yes

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening): [REDACTED]

Customer s email address:m [REDACTED]

Any additional information: customer seeking follow up call

CAIR assigned to 82S for contact request.

11/18 Letter mailed and emailed to the email address listed on file.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBT0	EC		Open Date	11/03/2015	Built Date	10/18/2013
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY			
In Service Dt	12/02/2013	Mileage	16,862	Dealer Zone	51	CHICAGO	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZH	5.7L V8 MDS VVT ENGINE					
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)					
Dealer	45453	ZEIGLER CHRYSLER DODGE JEEP -					
Dealer Address	2311 OGDEN AVE						
Dealer City	DOWNERS GROVE			Dealer State	IL	Dealer Zip	60515
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	CHICAGO IL					Country	UNITED STATES

Recall - P36: SUN VISOR WIRING - Advise Owner/Incomplete Recall	Dealer verified that recall will be completed.
Recall - P64: REPROGRAM STEERING COLUMN CONTROL MODULE - Advise Owner/Incomplete Recall	Dealer verified that recall will be completed.
Recall - R40: RADIO SECURITY VULNERABILITY - Advise Owner/Incomplete Recall	Dealer verified that recall will be completed.
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

Dealer Code:45453

POC Name and position: SA Ryan

POC number:630-241-5500

POC e-mail n/a

Date and time customer brought vehicle into dealer? 11/2/15

Is the customer waiting? No

Is the customer in a rental? Yes

Customer name

All customer contact numbers

Best time of day to contact customer? Any

Customer concern: 1.Traction control light off and on. 2. humming noise at highway speeds. 3. crunch sound over bumps. 4.antifreeze smell. 5. sitting at stop light jerks forward. 6. seat lever right side not working. 7. rapid response 14050. 8. another rapid response 14087 9. Pulsing when coming to a stop. 10. Shifter doesnt say if it is in park or reverse. 11. recall P36 12. Recall P64 13. recall R40

Current mileage:16402

Dealer diagnosis: Recalls done. TSB/RRT done. 1.cant duplicate. 2. wheel barrings 3.cant duplicate 4.needs water pump 5 needs flash update 6. switch. 9. turning of roders (OOW) 10. update TSB 21-003-15.

Are there ANY modifications to the vehicle? No

Recommended repairs:Recalls done. TSB/RRT done. 1.cant duplicate. 2. wheel barrings 3.cant duplicate 4 needs water pump 5 needs flash update 6. switch. 9. turning of roders (OOW) 10. update TSB 21-003-15.

Estimated completion date? 11/4/15 All parts are ordered and should be in tomorrow.

ECS DIRECT-TO-DEALER

ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

DM notes added

Writer spoke with SA Ryan at 630-241-5500. Writer will reviewed that if additional concerns are found during the repairs to please get ECS

approval. Writer will follow up on 11.05.2015.

Writer contacted customer [REDACTED]. Writer and customer reviewed ECS program and advantages. Customer verified contact information. Writer will monitor repair and follow up on 11.12 or 11.13.2015.

Customer email [REDACTED]

Status update provided via email to the following email address:

[REDACTED]

This email is confirmation that your case [REDACTED] was successfully escalated to me.

I would like to follow up with you not later than 11.13.2015 to be sure that the repairs to your vehicle are operating properly. If you need my assistance before that date, please contact me.

My contact information is 800.763.8422 EXT ext 40614. My office hours are 9:00 AM 3:00 PM (EST).

Thank you for working Jeep Enhanced Customer Satisfaction.

End of Status Update

Writer spoke with SA John at 630-241-5500. Vehicle has been repaired but customer has not picked up yet.

Writer spoke with SA John at 630-241-5500. Vehicle repair order closed and SA advised that vehicle should have been picked up.

Writer contacted customer [REDACTED]. Customer advised that his concerns have been resolved. Writer offered customer 4yr/16 oil change SC to thank him for working with Jeep ECS. Customer accepted, verified address and updated mileage to 16862 miles. Customer gave approval for case to be closed when SC is added and email is sent.

ECS416N Contract created. Contract number is [REDACTED]

Status update provided via email to the following email address:

[REDACTED]

Thank you for working with Jeep Enhanced Customer Satisfaction concerning your case [REDACTED].

As discussed, the service contract has been added to your vehicle and your case is 28154393 has been completed.

Your contract number is [REDACTED] for the ESSENTIAL CARE SELECT Service Contract. It is valid for 4 years and total of 16 oil changes.

You can contact the service contract department at 800-521-9922 or visit the website at www.moparvehicleprotection.com if you have questions.

Thank you again for working with Jeep Enhanced Customer Satisfaction.

End of Status Update

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

All of the customer's concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG3	FC	Open Date	11/04/2015	Built Date	10/04/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	10/22/2015	Mileage	1,082	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	67057	BRIGHTON CHY-PLY-DGE INC				
Dealer Address	9827 EAST GRAND RIVER					
Dealer City	BRIGHTON			Dealer State	MI	Dealer Zip 48116
Owner					Contact Type	LETTER
Address					Home Phone	
	BRIGHTON MI				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

Referral from Star Center:

customer states that after parking car on incline in rolled away while in store hitting another vehicle

VEHICLE IS LOCATED AT:

BRIGHTON CHY-PLY-DGE INC CJDTR

9827 EAST GRAND RIVER BRIGHTON MI 48116 810-229-4100

Per OGC Matrix, reassigned to 82T.

11/5/15 ASSIGNED TO TNT16. PAG

CAIR NUMBER 1 REQUEST EAA INSPECTION 11-05-2015 08:01

CAIR NUMBER E-MAIL SENT TO EAA 11-05-2015 08:02

CCRG Open Date: 11/04/2015 15:08:10

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/10/15 AT 14:31:06 28164291

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

FILE RETURNED TO SI FOR RESOLUTION

11/16 Dictated denial letter.

POSTMARK DATE: 111615; DATE RECEIVED: 111615

11/17 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG7	FC	Open Date	11/09/2015	Built Date	05/16/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	07/01/2015	Mileage	9,845	Dealer Zone		
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	HOLLAND MI				Country	UNITED STATES

Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default
Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default

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

Electronic Shifter

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

Is jeep going to do anything to replace the electronic shifter in Jeep Grand Cherokee. I love my Jeep but hate the shifter. It is just plain dangerous.

Already got out of my vehicle while it was still running and in reverse. Thought I was in park and had shut car off, but didn't. Trying to shift from neutral to drive after going through the car wash and the car behind me almost hit me. The guy behind me thought I was stupid hitting brakes so

I could get the stupid vehicle back in drive. I know you probably think I am just another stupid customer, but I am not. I have never sent a complaint to anyone before this. The next contact will be the NTSB with a request they investigate.

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

Dear,

Thank you for contacting the Jeep Customer Assistance Center in regards to your electronic shifter concern.

We certainly appreciate the opportunity to review your recent email and again apologize for the issues you have experienced.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product.

In order for us to further assist you, we need to verify if your vehicle has been diagnosed in the last 30 days at a certified Chrysler dealership. If it has been diagnosed, please provide the name of the dealership, and the individual you have been working with.

If you have not had the vehicle diagnosed, please ensure you have a diagnosis completed. You can visit Jeep.com and use the Find a Dealer link to locate the nearest Chrysler dealership in your area

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

Sincerely,

Jenna

Customer Service Representative

Jeep Customer Assistance Center

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

Reassigning to DP596 for survey bypass - no response.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG7	EC	Open Date	11/10/2015	Built Date	03/18/2014
Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	03/31/2014	Mileage	13,856	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	09733	CENTRAL CHRYSLER JEEP DODGE				
Dealer Address	56 PROVIDENCE HWY					
Dealer City	NORWOOD			Dealer State	MA	Dealer Zip 02062
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NEEDHAM MA				Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	gear shifter issues
Dealer - By-Pass - Default - Default - Default	

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone #1

Telephone #2 A

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: , NEEDHAM.

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states when he puts the vehicle in park, it would appear to be in drive but when he pushes on the gas the transmission doesn't engage. When he attempts to go into park the engine light turns on and in selected gear comes up on screen.

Preferred Email Address:

Date of Incident? 4 incidents, most recent 11/10/2015

11/12/15

Not S/I - PLEASE REVIEW AC 18819

No mechanical failure, part or feature caused a fire (open flame), accident damage or injury - Returned to agent CG1356 for handling

Customer is calling in too Chrysler because they have not received a call back. Customer is very upset and frustrated. Agent explained the case was sent to not the correct department and we can escalate this case to the right one and provided the case number to the customer. Customer thanked the agent.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates:

Would customer like to receive updates via text message? Y

Mobile number:

Who has possession of the vehicle? Customer

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? Y

If a CDJR dealer has diagnosed within 30

days, what is the dealer name or code? Central Chrysler Jeep Dodge 09733

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

Date:

Time:

Confirmed appointment at "dealer code" with "name"

Is the customer in a rental? N

Who authorized?

From what date?

Reassigned to 88F
***** Case Management - District T *****
IN WARRANTY
MVP: NONE
Household: 2 NEW VEHICLES, 4 USED VEHICLES.
Writer contacted the DLR and spoke to Megan who stated the customer s vehicle is currently at the DLR. Writer inquired if she can get an update and writer was sent to voice mail. Writer left a message asking for an update.
CONTACT UPDATE - Customer was contacted today at 9:17 AM
Customer was provided with agent s extension: 40598.
Writer contacted customer. Customer stated the problems started a few months ago when the customer tried to shift the vehicle in reverse the gear selector will say it s in reverse, but the transmission just rev s up. Customer tried putting the vehicle into park and the gear selector said the vehicle was in reverse. Customer stated this happened 8 times in one day. Sometimes the transmission doesn t engage and customer hears a clicking noise and the check engine light comes on. Code that pops up is P1B14. Customer s vehicle was brought to the DLR on 11/14/15. Customer s vehicle has had the gear selector, valve body, and computer updated and problem still is not resolved. Customer has been working with Service Advisor Kristen. Writer inquired what expectations are and customer stated that he wants his vehicle repaired with a new transmission. Writer advised that she wants to send over an unresolved concern and get internal resources involved. Writer advised that she would like to follow-up with the customer no later than 11/18/15.
DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is customer is having issues with his gear selector.
Action requested: STAR case to be opened.
Please update this CAIR with resolution.

REASSIGNED TO BC/DLR 32 09733 11/16/15 12:01 O [REDACTED]
*Contact Date:11/17/2015
Service Director at the dealership has updated the CAIR# [REDACTED]
The vehicle has been diagnosed.
DLR seeking rental coverage. Agent advised DLR to contact area manager.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG0	FC	Open Date	11/11/2015	Built Date	10/22/2014
Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	12/31/2014	Mileage	8,766	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	68348	KOONS CHRYSLER				
Dealer Address	2000 CHAIN BRIDGE RD.					
Dealer City	VIENNA			Dealer State	VA	Dealer Zip 22180
Owner					Contact Type	WEB SELF SERVICE
Address					Home Phone	
	NATIONAL HARBOR MD				Country	UNITED STATES

Recall - R40: RADIO SECURITY VULNERABILITY - Reimbursement

Recall Number: R40
 Phone number for Daytime:
 Phone number for Evening:
 Email Address of Customer:
 Current Mileage of the Vehicle: 8,766
 Mileage at the time of Repair: 1,838
 Repair Date of the Vehicle: 03/11/2015
 Repair Facility of the Vehicle: Koons of Tysons Corner
 Is the Customer Current Owner of Vehicle: Yes
 Amount claimed for reimbursement: \$3,293.47
 Mode of payment for repair: CreditCard
 Additional Comments Provided by Customer: Koons of Tysons did not issue a 'r
 epair order.' Instead an estimate was issued, which was later adjusted up t
 o cover additional repair work that was not visible at the time the original
 estimate was issued. See final repair work document from Koons showing the
 final cost of repairs, which I have submitted with my credit card receipts.
 Customer submitted invoice for repairs to the rear part of the vehicle.
 Writer contacted dealership and spoke to Chad.
 Dealer Code: 35-68348 View dealer plan Dealer Name : KOONS CHRYSLER
 DODGE JEEP RAM
 Dealer Phone : 703-356-0400 Dial this Dealer
 Vehicle was repaired as parts were damaged and needed to be replaced.
 Would not be related to recall.
 Writer contacted customer at
 Customer was advised that recall is for radio update.
 Customer stated that he had parked his vehicle and when he returned to
 it, it had moved.
 Saw online about the recall and thought that those were the repairs
 mentioned in the recall.
 Writer advised that if he paid to have the radio updated due to recall
 symptoms he could submit for reimbursement.
 Customer has been informed of the decision.
 *****CLOSED*****

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJEBG3	FC	Open Date	11/17/2015	Built Date	03/14/2015
Model Year	2015	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
In Service Dt	04/23/2015	Mileage	3,200	Dealer Zone	63	DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45246	HERITAGE CHRYSLER DODGE JEEP, INC.				
Dealer Address	201 SERGEANT PRENTISS DR					
Dealer City	NATCHEZ			Dealer State	MS	Dealer Zip 39120
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	VIDALIA LA				Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer inquired about vehicle information.
Product - Transmission / Transaxle - Unknown - Slips - Default	Transmission supposedly slips out of gear.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:

Customer have noticed on two occasions the transmission slipping out of gear, but not create any grinding noise as expected. Customer was in vehicle and had noticed that indicator light revealed gear was in reverse when it should have been in drive.

Furthermore, customer had noticed the gears in park, reverse, and neutral when they should not be in these gears. Customer also inquired about the paddle-shifting and engine oil additives.

Briefly summarize what the customer is expecting:

Customer is expecting advice on what to do next. Customer would like an answer for vehicle information.

Agent advised customer that if the transmission is slipping then it should be brought to the attention of a dealership, whether a grinding noise was made or not. Agent consulted user's guide and informed customer of the instruments used for paddle-shifting and manual upshifting and downshifting. Agent then explained that some additives can be used for chassis, engine, and other fluids. Customer understood.

Survey bypass. No diagnosis.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG6	EC		Open Date	11/19/2015	Built Date	11/30/2013
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY			
In Service Dt	01/26/2014	Mileage	40,000	Dealer Zone	32	NEW YORK	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Dealer	68786	BILL DELUCA CHRY-JEEP DODGE, INC					
Dealer Address	108 BANK ROAD						
Dealer City	HAVERHILL			Dealer State	MA	Dealer Zip	01832
Owner						Contact Type	LETTER
Address						Home Phone	
	ATKINSON NH					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer states vehicle went out of park,
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	

COIN Updated & CAIR reassigned to 82S

Contact: A

Telephone #1 A

Telephone #2 A

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: 85 Merrimak, Dracut
MA-01826-

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states AThe customer that his wife had the vehicle running in the driveway, looked out and vehicle was rolling backwards down driveway, she ran out it, went around driveway corner hit a mail box, went downhill towards a house, she ran towards it, opened door to try n shut it off or put in park she fell, and her leg was ran over, the customer states that she was in hospital as a result."

Preferred Email Address:

Date of Incident? 11/08/15

11/20/15

INJURY

Alleged roll from park

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: 85 Merrimak, Dracut
MA-01826-

LOCATION OF VEHICLE PHONE NUMBER

Reassigned to 82t for their review and handling.

11.20.15 Assigned to MJK32. MJK

CAIR NUMBER REQUEST EAA INSPECTION 11-20-2015 13:22

CAIR NUMBER E-MAIL SENT TO EAA 11-20-2015 13:22

CCRG Open Date: 11/20/2015 08:40:03

Briefly summarize why the customer is contacting Chrysler: Customer

Contacted Chrysler Seeking Help With Situation.

Briefly summarize what the customer is expecting: Customer Contacted

Chrysler Seeking Help With Situation.

Customer Claims That She Had An Investigator But Case Was Closed Cause She Contacted An Attorney, Customer States She Wants to Forward With The SI.

Agent Advised Customer That Case Would Have To Be Resent & Call Would Take Place In 1-2 Days.

Customer Inquired About Rental As She Can t Drive the Vehicle As She Shakes Every time She s around It.

Agent Advised Customer That Since Case Is Legal We Can t Authorize Rental.

Correction To Line 3-4

[REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

12/14/15

Reassigned to 82t for their review and handling.

12/16/115 UPDATED CCRG FILE & CASE MANAGER. PAG

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/19/15 AT 12:37:52

[REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/21/15 AT 04:27:27

[REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

FILE RETURNED TO SI FOR RESOLUTION

12/28 Dictated denial letter.

POSTMARK DATE: 123015; DATE RECEIVED: 123015

12/30 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBM3	EC	Open Date	11/24/2015	Built Date	02/12/2014
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	08/16/2014	Mileage	17,155	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Dealer	45420	ROUTE 46 CHRYSLER JEEP DODGE				
Dealer Address	1655 ROUTE 46					
Dealer City	LITTLE FALLS			Dealer State	NJ	Dealer Zip 07424
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HAWTHORNE NJ				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	CEL came on
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

***Enhanced Customer Satisfaction Team (ECS) ***

Dealer Code: 45420
 POC Name and position: SA Joe
 POC number: 973-774-1000 ext. 1078
 POC e-mail: NA
 Date and time customer brought vehicle into dealer? 11/23/15 night drop
 Is the customer waiting? No
 Is the customer in a rental? No
 Customer name:
 All customer contact numbers:
 Best time of day to contact customer? ANYTIME
 Customer concern: CEL came on vehicle would not go into park and message service shifter came on and then would not go back into drive, Updates to HVAC, RF HUB
 Current mileage: 17155
 Dealer diagnosis: Complete updates to HVAC, RF HUB and will contact us back after diagnosis
 Are there ANY modifications to the vehicle? No
 Recommended repairs: Complete updates to HVAC, RF HUB and will contact us back after diagnosis
 Repairs will be completed? ?
 Dealer will contact us back when they have completed full diagnosis.
 Left message for Joe sa to call writer, checking on what the diagnosis is.
 CLOSED LOOP UPDATE - no need for additional follow-up.
 CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
 Field Call or Email
 Dealer Code: 45420
 POC Name and position: Chris tech / Joe sa
 POC number: Chris tech cell 973-897-1040 Joe sa 973-774-1000 ext 1078
 Customer name:
 All customer contact numbers:
 Date and time customer brought vehicle into dealer? 11-23-15
 Is the customer waiting? No
 Is the customer in a rental? No
 Customer concern: 1) would not shift into park and the service throttle light came on
 Dealer diagnosis: 1) unable to duplicate found stored code U1467, U0103, U11E3, P0607 found STAR code on P0607
 Recommended repairs: 1)all connections look good need assistance
 Are there ANY modifications to the vehicle? No
 Estimated completion date? Unknown
 ***** Following Corporate Resource has been contacted *****

TAPS

on 2015-11-25 @ 08:21

CAIR ESCALATION UPDATE

SEE STAR [REDACTED] INFORMATION

Status update provided via email to the following email address:

[REDACTED],

Hello, my name is Debbie with Jeep and I have been assigned as your customer advocate. This email is confirmation that your case, 28271489, was successfully escalated to me I will be calling you at your preferred number, [REDACTED] with updates and to check on repairs after the vehicle is completed. My office hours are 8:00 AM 4:00 PM (Eastern Time). My contact information is 800.763.8422 EXT 40541.

Thank you for being with Jeep

End of Status Update

Enhanced Customer Satisfaction Team (ECS) *

CONTACT UPDATE - Called [REDACTED] customer to advise that writer is calling to update customer on the customers concern. Customer advised writer that she did not purchase a new vehicle to have so many issues since the purchase of the vehicle with the check engine light on. Writer advised customer that writer did send the case up to a TS, but the tech is not able to duplicate customers concern. Customer advised writer that it would not come out of park so she had to turn the vehicle off, and wait 10 minutes before it would go into gear and then it started to make noise. Writer advised customer is what the tech and TS are working on. Writer inquired on if the customer needed a rental. Customer advised writer if they are going to keep the vehicle longer yes. Writer advised customer that writer did authorize rental so writer will call the dealer and advise that the customer may need a rental.

Left message for Joe sa that if the vehicle is going to be in longer then today, she will need a rental or loaner.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

AJDA M DOTDAY called, requesting her Customer Advocate. Writer advised that the CA was unavailable and customer expressed her frustration that she needed a loaner vehicle and disconnected the call.

Status update provided via email to the following email address:

DM1312@chrysler.com,EG704@chrysler.com,kf270@chrysler.com

Hi,

Please call Ms [REDACTED] at your earliest convenience. Thanks.

End of Status Update

Called Joe sa to check on customers vehicle. Joe sa advised writer that they are replacing the electronic shifter module and then test drive vehicle. Joe sa advised writer that if this works they will be able to release vehicle to customer. Customer was put in a rental.

Left message [REDACTED] for customer that writer spoke with Joe sa and was advised that the customer did get a rental. Writer advised customer in message that the dealer is replacing the electronic shifter module and them will test drive the vehicle and if all goes well the customer should be able to pick the vehicle up today. Writer advised in message that writer will follow up on 12-2.

Customer left message for writer to call him.

Called [REDACTED] customer who advised writer that she is not happy with the dealerships customer service and with Chrysler, and will never purchase another vehicle from Chrysler. Customer advised writer that she had to wait an hour for a rental and having to go back and forth to the dealership is getting so bad. Customer advised writer that the check engine light keeps coming on. Customer advised writer that she does not think they even replaced the catalytic converter, and her dad said it is a new vehicle and they shouldn't have to. Customer advised writer that she wants out of the vehicle and never wants to deal with Chrysler again. Writer advised customer that she is with the ECS program because of all the problems. Customer advised writer she did not care she wants out of the vehicle. Writer advised customer that writer will send in for investigation. Writer verified customers phone number and email. Customer advised writer that she does not know where the email writer got the email, but her email is a [REDACTED]

Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due

to the nature of their request, it will require a call back which will take

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Dealer

Reassigned to 91L

Dealer calling to speak with CM. Writer transferred Dealer to: TP405 at extension: 40541

Writer took call from SA/ Joe to double check that all DM notes are in and will be releasing vehicle to customer

Caller [REDACTED] requesting to speak with Case Manager.

Secondary phone: Customer declined to provide

CM will call her back.

Called [REDACTED] customer who advised writer that she wants an email, so she can send pictures of the rental that she received, so she can show how dirty the rental was that they gave her. Writer advised customer that writer did email customer, but the email will not accept pictures, but customer could keep the pictures for any future issues.

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

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

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

CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA. IF CUSTOMER CALLS IN PLEASE HAVE THEM CALL CM PATRICIA AT 214-583-2171. THANK YOU.

12/1/2015 4:52:13 PM: User Comment by Patricia Johnson: Placed initial call to customer. LVM stating that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my number for a return call and advised I would call again.

12/2/2015 9:32:58 AM: User Comment by Patricia Johnson: >>Called dealer 45420 and spoke with Millie who verified RO info and advised vehicle not at dealer<<

12/2/2015 9:56:12 AM: User Comment by Patricia Johnson: Returned call to customer due to VM received I explained that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I verified they had my name and number

-

>>Customer states that the purchase of this vehicle has been nothing but a nightmare since the first day she purchased vehicle and the CEL came on. Customer states vehicle and been back and forth to dealer for repairs since. Customer states that she feels vehicle in not safe and is afraid to drive, so she wants out of lease. Apologized to customer and advised of resolution process. Advised would be happy to review for resolution but unable to guarantee a certain resolution. Customer states that she did not get a brand new vehicle to have to deal with all of these issues. She feels like she is paying for a useless vehicle. Advised I do understand her concerns and will do all I can to assist in matter.

Advised will follow up on 11/07<<

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

12/7/2015 1:17:10 PM: User Comment by Patricia Johnson: Called customer advised of replacement offer. Advised Replacement Coordinator will contact within 10 business days. Advised customer still responsible for current vehicle until replacement process complete.

CAIR ESCALATION CLOSURE

SEE STAR CASE# [REDACTED] 8 FOR INFORMATION

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG7	FC	Open Date	11/30/2015	Built Date	01/29/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	02/23/2015	Mileage	8,000	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE				
Dealer Address	3156 HEMPSTEAD TPKE					
Dealer City	LEVITTOWN			Dealer State	NY	Dealer Zip 11756
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MASSAPEQUA NY				Country	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	If grey buttons are touched it has issues.
Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	In park but the vehicle is actually reversing.
Product - Fuel System - Gas Pedal - Other - Default	Too close to the accelerator pedal
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** Below Customer Contacted for Documentation Request *****

on 2015-11-30 @ 13:22

Briefly summarize why the customer is contacting Chrysler: Customer called stating that she is having issues with the vehicle.

One of the issues is that the shifting is dangerous. She states that she believes that she is in park and she is actually in reverse. She states that this is dangerous.

She also states that as she is driving that if she touches any part of the grey buttons near the top the vehicle goes to another gear which she states is dangerous as well.

The third issue that she finds dangerous is the fact that the gas pedal and the accelerator pedal are too close together.

Briefly summarize what the customer is expecting: Customer wants out of the vehicle

Customer states that the dealership is willing to get her out of the vehicle but has advised her that she will need to pay more which is unacceptable.

Because customer finds that hitting the button too hard agent asked if customer has taken to the dealership to see if the vehicle is operating as designed.

Customer states that she will take the vehicle to service so that they determine if this is a manufacturing defect. (She states she has to press the shifter button very hard) or to see if the vehicle is operating as designed.

Agent advised customer that if it is operating as designed that there is very little we can do at this side.

Customer is going to take to the dealership for diagnosis.

No diagnosis - reassign for survey by pass

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG1	FC	Open Date	11/30/2015	Built Date	07/27/2014
Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	10/28/2014	Mileage	13,000	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PFS	CASHMERE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	67026	DUNCAN CHRY-PLY-DODGE				
Dealer Address	1618 N ROOSEVELT BLVD					
Dealer City	KEY WEST			Dealer State	FL	Dealer Zip 33040
Owner					Contact Type	LETTER
Address					Home Phone	
SUGARLOAF KEY FL					Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Dealer - By-Pass - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

Customer called in states the wife was in an accident. The customers states the wife thought she put the vehicle into park, or did put the vehicle in to park and the vehicle ended up rolling into some storage bins smashing stuff in the garage. Customer states he has an appointment at (67026) for diagnose on December 8th. The customer believes its an Manufacture defect. The customer doesn't want to drive the vehicle . COIN Updated & CAIR reassigned to 825

Contact: A Name "

Telephone #1 A "

Telephone #2 A "

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX)

LOCATION OF VEHICLE PHONE NUMBER A3

What happened?: Customer states Ainsert summary of event(s)

Preferred Email Address?

Date of Incident?

VEHICLE IS LOCATED AT:

DUNCAN CHRYSLER DODGE JEEP CJDTR

1618 N ROOSEVELT BLVD KEY WEST FL 33040 305-294-5126

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, SCAN TOOL CODES POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 6 REQUEST EAA INSPECTION 12-01-2015 08:07

CAIR NUMBER E-MAIL SENT TO EAA 12-01-2015 08:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/14/15 AT 04:28:14 28301496 12/16/15

Reviewed report and Photos

NOTLEDTOBELIEVE Letter requested this date.

I called the owner to relay our decision. Owner is angry and argumentative. Says he will never re-purchase.

POSTMARK DATE: 121615; DATE RECEIVED: 121615

NOTLEDTOBELIEVE Letter mailed this date

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG2	EC	Open Date	12/02/2015	Built Date	03/28/2014
Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	05/17/2014	Mileage	28,000	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60527	ED MARTIN CHRYSLER-DODGE-JEEP-RAM				
Dealer Address	2109 E 53RD ST					
Dealer City	ANDERSON			Dealer State	IN	Dealer Zip 46013
Owner					Contact Type	LETTER
Address					Home Phone	
	FRANKFORT IN				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Accident - Jumps out of park, hit neighbours vehicle.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler:

Customer is calling today because last Saturday his vehicle rolled out of park and hit his neighbors car. There is 507\$ damage to his vehicle s bumper and 437.13 on the neighbors vehicle. Customer is calling to report that his vehicle has a safety hazard as this is not the first time he s experienced this, but luckily he was able to stop the vehicle last time before it hit anything.

Briefly summarize what the customer is expecting:

Customer is looking for options and information.

*

Agent stated he would document the situation for the customer and get it investigated at his request. Agent collected the information as supplied. Customer is concerned that other vehicles in this market are experiencing this situation and needs to speak to an investigator. Agent stated he would get it into the right hands for the customer. Customer thanked agent and ended call.

COIN Updated & CAIR reassigned to 82S.

Contact:

Telephone #1 Cell

Telephone #2 Home

LOCATION OF VEHICLE - New Life N Christ Ministries - 3000 East Wabash, Franfort, IN, 46041

LOCATION OF VEHICLE PHONE NUMBER Wife at location

What happened?: Customer states the vehicle jumps out of park after parking the vehicle. Customers vehicle hit his neighbors vehicle bumper to bumper when it jumped out of park and rolled towards his neighbors car.

Preferred Email Address? s

Date of Incident? 11 28 2015

Per OGC Matrix, reassigned to 82t for their review and handling.

12/3/15 ASSIGNED TO TNT16, PAG

CAIR NUMBER REQUEST EAA INSPECTION 12-03-2015 10:07

CAIR NUMBER E-MAIL SENT TO EAA 12-03-2015 10:07

CCRG Open Date: 12/03/2015 09:24:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/12/15 AT 18:37:45

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

FILE RETURNED TO SI FOR RESOLUTION

12/16 Dictated denial letter.

POSTMARK DATE: 121615; DATE RECEIVED: 121615
12/16 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFDJ3	EC	Open Date	12/03/2015	Built Date	11/14/2013	
Model Year	2014	Body	WKJX74	JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY			
In Service Dt	01/01/2014	Mileage	27,000	Dealer Zone	63	DALLAS	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ESG	6.4L V8 SRT HEMI MDS ENGINE					
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)					
Dealer	60590	AUTONATION CHRYSLER DODGE JEEP					
Dealer Address	21027 NORTH FWY # IH-45						
Dealer City	SPRING			Dealer State	TX	Dealer Zip 77388	
Owner					Contact Type	TELEPHONE	
Address	811					Home Phone	
	HOUSTON TX				Country	UNITED STATES	

Product - Brakes - Unknown - Other - Front	Vehicle Moved while in park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that she parked her vehicle behind her sisters on a slanted hill and the vehicle has moved. Customer states that she did not use the emergency break but she knows that s not why the vehicle moved because the hill was not slanted enough to cause the vehicle to move.

Briefly summarize what the customer is expecting: Customer expects a diagnose as to why the vehicle moved.

Agent advised customer to take the vehicle to the DLR for a diagnose if she feels there is an issue with the vehicles parking system. Agent advised customer to contact us back once she has a diagnose. Customer states the vehicle is already at the DLR and she will have the diagnose it and contact us back. Customer thanked agent.

Survey by pass no diagnose.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG0	FC	Open Date	12/07/2015	Built Date	09/02/2014
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	09/15/2014	Mileage	15,000	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE			Dealer State	NY	Dealer Zip 11361
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FLUSHING NY				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default	Vehicle shifted from park to neutral.
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Briefly summarize why the customer is contacting Chrysler: Customer called stating that he called in on Saturday and spoke with an agent who advised that they were going to create a case and send it up for him to have the vehicle replaced once the systems were done updating. Customer stated that all he wanted to add was that he forgot to tell the previous agent that the vehicle shifted out of park and into neutral and then started rolling with his children in the vehicle. Customer stated that he wanted the vehicle replaced but provided no other information.

Agent advised that the case has not yet been created by the previous agent. Customer did not provide any further information.

Briefly summarize what the customer is expecting: Customer is expecting to have his vehicle replaced.

Reassign to TL LS1521 for survey bypass (No Diagnosis)

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass - No Diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer states that 'Check Engine' light came on twice, gear shifting by itself, steam comes out in front of the engine and it may be minor things but Customer says he does not want risk it with his children involved.

Customer states that vehicle shifts by itself automatically. Customer said this happened two times. Customer did not take vehicle to the dealership. Customer states that he called the dealership and they advised him to call Chrysler prior to diagnosis.

Briefly summarize what the customer is expecting: Customer is expecting to get a replacement vehicle.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? (Owner)

Is this a request for Lemon Law, buy-back or replacement? Replacement

Reassigned to 91L

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

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

Reviewed Warranty History which determined this case

should be escalated to I2R for case management.

CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA. IF CUSTOMER CALLS IN PLEASE HAVE THEM CALL CM PATRICIA AT 214-583-2171. THANK YOU.

Status update provided via email to the following email address:

Your case has been assigned to me for Special Handling. I am your case manager Patricia and I am available to speak with you Monday through

Friday, 8:00 a.m. to 4:30 p.m. C.S.T. If I am not available, please leave a voice message at [REDACTED] and let me know the best time that I may reach you.

End of Status Update

12/9/2015 4:31:39 PM: User Comment by Patricia Johnson: Placed initial call to customer. I explained that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my name and number.

-

>>Customer states that he keeps having issue where CEL comes on and dealer keeps temporarily fixing it but it comes back on. Customer states he has had enough and wants vehicle replaced. Customer states vehicle also has transmission issues and has slipped into gear by itself with his children in vehicle. Customer states vehicle is no longer safe for his family. Apologized to customer for issues and explained resolution process. Advised would be happy to review for resolution but unable to guarantee a certain resolution at this time. Customer states he hopes resolution is not to take back to dealer for repair because if he does take it back he won't be picking it up because he can't keep taking time of work to take vehicle to dealer. Advised will start review process and follow up on 12/11<<

12/9/2015 4:32:59 PM: User Comment by Patricia Johnson: >>Called dealer 66325 and spoke with SA Raphael who verified RO info and states customer picked up vehicle<<

Agent transferred customer [REDACTED] and requested a callback from PJ276.

12/10/2015 3:05:11 PM: User Comment by Patricia Johnson: >>Called customer and inquired about status of vehicle customer states vehicle okay at this time but wants out of vehicle. Advised can assist with getting out of vehicle through CDI Program. Explained program and advised will contact dealer to verify they will participate and give him a call back<<

-

>>Called dealer to speak with Sales Manager but was advised that Kenny would have to give me a call back provided contact number<<

-

>>Returned call to customer due to VM received customer states that he spoke with someone who advised that he would have to pay off this lease then go to next lease which would require money out of pocket and he refuses to pay out of pocket due to vehicle has issues. Apologized to customer and advised that would be the most I can do to assist with getting out of vehicle. Customer states unacceptable read arbitration statement and provided NCDS info<<

Customer is contacting seeking clarification on what is happening with trading in the vehicle. Customer states they are unsure as to what the situation is and where they are on obtaining a vehicle. Customer is not sure about the costs that may apply and would like the CM to further explain. Agent advised the Customer they would reopen the CAIR and update the file for the CM to contact for more information.

12/18/2015 11:32:59 AM: User Comment by Patricia Johnson: >>Called customer due to request for status update advised customer that he declines offer for trade assistance. Customer inquiring about financing and numbers advised will have to go over those things with dealer. Advised I am offering new vehicle at discounted rate between four and five percent off dealer invoice which is employee pricing. Advised that I can contact the dealer on his behalf to let them know what the offer is and customer requested that I do that. Called dealer 66325 and spoke with Delores who advised would need to speak with her Manager Kenny and transferred call LVM with contact and customer info<<

Customer called seeking case number. Agent advised customer of their case number, [REDACTED]

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG0	FC	Open Date	12/07/2015	Built Date	03/27/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	03/28/2015	Mileage	192	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PBU	TRUE BLUE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	23165	STORMS MOTORS INC				
Dealer Address	691 COUNTY ROAD 39A					
Dealer City	SOUTHAMPTON			Dealer State	NY	Dealer Zip 11968
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SOUTH HAMPTON NY				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	jumped out of park into drive on its own.
Product - Drivability - Unknown - Sudden Acceleration - Default	vehicle accelerated on its own after jumping into drive
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

Customer called to discuss issue with the vehicle. Customer stated that the vehicle had shifted from park into drive on its own and then accelerated. Customer stated that his wife ended up going over their curb and hitting their bushes. Customer stated that his wife is refusing to drive the vehicle and wants it replaced or purchased back. Customer stated that they just purchased the vehicle and when he spoke with the Sales Manager they advised him to call CAC to speak with the buy back department. Agent advised customer that he would have to get the vehicle to the DLR to have the service department diagnose the issue. Agent advised customer that they will have the case escalated to the department that will review the case and he will receive a callback within 2-3 business days to discuss issue further. Agent then transferred customer to roadside to have vehicle towed to the DLR.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

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

Is this a request for Lemon Law, buy-back or replacement? buy-back

Reassigned to 91L

This vehicle does not meet the criteria for escalation to 91L.

Briefly summarize why the customer is contacting Chrysler: Customer called in wanting to get an update on the case. Customer said his wife doesn't feel safe and is worried about the shift movements in the car.

Briefly summarize what the customer is expecting: Customer was seeking an update on the case. Agent advised customer that this vehicle did not meet the requirements for lemon law and called over to DLR and spoke with SA Dave. SA Dave informed agent the car is sound it's just a lack of knowledge on the consumers end and that they are more than willing to show them how the Sport shifting works with this vehicle or any other concerns they have with the vehicle. SA Dave was expecting to hear from customer and hasn't heard anything yet. Agent advised customer to work with their DLR and that they want to truly help out the customer.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG8	FC	Open Date	12/08/2015	Built Date	08/01/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	10/10/2015	Mileage	350	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	57076	ELMWOOD DODGE INC				
Dealer Address	625 TAUNTON AVE					
Dealer City	E PROVIDENCE			Dealer State	RI	Dealer Zip 02914
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ATTLEBORO MA				Country	UNITED STATES

Product - Brakes - Unknown - Other - Unknown

Customer states vehicle did not engage

Chat content:151208-000325

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

Catherine: hello

Hello... I am writing about a complaint I have with my NEW Jeep...

Catherine: I would be happy to assist you with this.

Catherine: I am sorry you are having an issue.

I have a 2015 Jeep Grand Cherokee Limited. On Oct. 17, it rolled away after being shifted into park. I did put the gear shift into park. The accident caused \$5,000+ in damages as it rolled into a sign, damaging the from drive side quarter, the drive door and back bumper. I would like to register my COMPLAINT with you. Thanks

Catherine: I am sorry to hear that.

Catherine: I do apologize to hear this. I will certainly be able to review everything with you today to see what next steps need to be taken.

It cost me money and my insurance will now go up!!!! Plus I am out the \$1000 deductible

Catherine: Can we please verify your address?

Attleboro, MA

Catherine: Thank you.

Catherine: The mileage on your vehicle?

: At that time, about 300-350 miles

Catherine: Where is the vehicle currently located?

: In CT, where I work during the week.

: Trumbull, CT

Catherine: Has the vehicle been repaired?

yes

Catherine: Thank you. What date did the incident occur?

: Oct. 17th

Catherine: Thank you.

Catherine: One moment please.

Catherine: Thank you for holding.

: sure

Catherine: Can I please have your phone number?

Catherine: Thank you for providing me the information needed to document your complaint. I will definitely document all the information you provided.

Then what??

Catherine: Where was the vehicle repaired at?

A body shop in RI that I have used in the past

Catherine: So was the vehicle diagnosed to see what caused the issue?

██████: I called my sales guy but they don't do repairs at Elmwood Dodge

██████: No it was not...

██████: It was NOT diagnosed...

Catherine: I would advise you to have the vehicle diagnosed to see what caused the issue.

██████: Upon my research, I've seen this is an issue reported by others

██████: It was nearly 2 months ago now...

Catherine: I understand it was.

██████: so what happens next??

Catherine: At this point the information you provided is documented. It will be reviewed. If further information is required you will be contacted.

██████: Reviewed by who? Or does this get washed under the table??

Catherine: It is reviewed by Chrysler.

██████: Aren't you Chrysler??

Catherine: We are.

██████: Who and where in Chrysler?

Catherine: That is proprietary information.

██████: You're not very helpful...:(

Catherine: I do apologize.

Catherine: Is there anything else I can assist you with?

Catherine: ██████ Are you still there?

██████: yes

Catherine: Is there anything else I can assist you with?

██████: I guess not

Catherine: Thank you for contacting Jeep. Have a great day!

██████: thanks

██████: disconnected (Concluded by End-user).

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG8	FC	Open Date	12/09/2015	Built Date	08/01/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	10/10/2015	Mileage	0	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	57076	ELMWOOD DODGE INC				
Dealer Address	625 TAUNTON AVE					
Dealer City	E PROVIDENCE			Dealer State	RI	Dealer Zip 02914
Owner					Contact Type	CHAT
Address	N/A				Home Phone	
	N/A NA 0000000000				Country	UNITED STATES

Product - Drivability - Unknown - Other - Default

Incident Case ID :
Email Address :
VIN : FC
AGENT:Hi, my name is Catherine with Chrysler Customer Care. How may I help you today?
hello
CUST:Hello... I am writing about a complaint I have with my NEW Jeep...
AGENT:I would be happy to assist you with this.
I am sorry you are having an issue.
CUST:I have a 2015 Jeep Grand Cherokee Limited. On Oct. 17, it rolled away after being shifted into park. I did put the gear shift into park. The accident caused \$5,000+ in damages as it rolled into a sign, damaging the fromdrive side quarter, the drive door and back bumper. I would like to register my COMPLAINT with you. Thanks
AGENT:I am sorry to hear that.
I do apologize to hear this. I will certainly be able to review everything with you today to see what next steps need to be taken.
CUST:It cost me money and my insurance will now go up!!!! Plus I am out the \$1000 deductible
AGENT:Can we please verify your address?
CUST
Attleboro, MA
AGENT:Thank you.
The mileage on your vehicle?
CUST:At that time, about 300-350 miles
AGENT:Where is the vehicle currently located?
CUST:In CT, where I work during the week.
Trumbull, CT
AGENT:Has the vehicle been repaired?
CUST:yes
AGENT:Thank you. What date did the incident occur?
CUST:Oct. 17th
AGENT:Thank you.
One moment please.
Thank you for holding.
CUST:sure
AGENT:Can I please have your phone number?
CUST
AGENT:Thank you for providing me the information needed to document your complaint. I will definitely document all the information you provided.
CUST:Then what??
AGENT:Where was the vehicle repaired at?
CUST:A body shop in RI that I have used in the past
AGENT:So was the vehicle diagnosed to see what caused the issue?

CUST:I called my sales guy but they don t do repairs at Elmwood Dodge
No it was not...
It was NOT diagnosed...
AGENT:I would advise you to have the vehicle diagnosed to see what caused the issue.
CUST:Upon my research, I ve seen this is an issue reported by others
It was nearly 2 months ago now...
AGENT:I understand it was.
CUST:so what happens next??
AGENT:At this point the information you provided is documented. It will be reviewed. If further information is required you will be contacted.
CUST:Reviewed by who? Or does this get washed under the table??
AGENT:It is reviewed by Chrysler.
CUST:Aren t you Chrysler??
AGENT:We are.
CUST:Who and where in Chrysler?
AGENT:That is proprietary information.
CUST:You re not very helpful....:(
AGENT:I do apologize.
Is there anything else I can assist you with?
ken? Are you still there?
CUST:yes
AGENT:Is there anything else I can assist you with?
CUST:I guess not
AGENT:Thank you for contacting Jeep. Have a great day!
CUST:thanks

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG6E	EC		Open Date	12/11/2015	Built Date	07/20/2014
Model Year	2014	Body		WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	08/19/2014	Mileage		9,444	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT			Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Dealer	67211	GRAVA CHRYSLER JEEP					
Dealer Address	29 MYSTIC AVENUE						
Dealer City	MEDFORD				Dealer State	MA	Dealer Zip 02155
Owner						Contact Type	LETTER
Address						Home Phone	
	STRATHAM NH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags	Air bags did not deploy.
Product - Transmission / Transaxle - Unknown - Improper Shift - Default	Vehicle spontaneously jumped into wrong gear.
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer states that vehicle suffered another spontaneous transmission/gear selection problem that has resulted in injury, damage to vehicle, and airbags did not deploy. Vehicle was parked on an inclined street as customer went to gather mail. Customer returned to passenger seat with her husband, was driving. When driver went to shift vehicle from park to drive the vehicle instead went to reverse and then neutral and vehicle was rolling downhill and gaining speed. Driver could not apply the brakes and customer started to panic. Customer then leapt from passenger seat from vehicle and hit cement suffering a broken nose, bruises, and a possible concussion. Her husband stayed in vehicle as it hit a tree causing damage to the bumper, rear door, and rear lights. Airbags did not deploy inside of the vehicle and repairs will be \$2,000 plus the cost of the medical bills. Customer did notice that while vehicle was rolling backwards helplessly the engine revving high and this is not the first time this problem has occurred on vehicle but the first time it has resulted in injury.

Briefly summarize what the customer is expecting:
 Customer is expecting Chrysler to be notified of vehicle problem.

Agent informed customer that concern will be brought to the attention of special investigations at Chrysler. Agent provided case no, and informed customer that case will be escalated and that she can expect a callback within 2-3 business days. Customer understood.

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone #1

Telephone #2

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Vehicle is at customer's address and vehicle is still drivable.

STRATHAM, NH

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Vehicle jumped out of gear, became unresponsive, hit a tree, airbags did not deploy.

Preferred Email Address?

Date of Incident? Wednesday, 12/09

Reassigned to 82S.

Per OGC Matrix, reassigned to 82T.

12/14/15 ASSIGNED TO PGA5, PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 12-14-2015 07:52

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 12-14-2015 07:52

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N):y

If no, customer s current address:

Customer s current phone number ([REDACTED])

Customer s current phone number ([REDACTED])

Customer s email address [REDACTED]

Any additional information:

CAIR assigned to 82S for contact request.

12/15/15

CAIR assigned to 82t for contact request.

CCRG Open Date: 12/11/2015 15:08:38

12/16/15 UPDATED CCRG FILE & CASE MANAGER. PAG

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/19/15 AT 13:32:28 [REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/21/15 AT 16:09:21 [REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

****FILE RETURNED TO SI FOR RESOLUTION****

1/4 Dictated denial letter.

POSTMARK DATE: 010516; DATE RECEIVED: 010516

1/5 Letter mailed.

Customer called seeking information for LMM14. Agent informed customer of agent being in a different department and offered to transfer her to correct Dept customer disconnected call.

POSTMARK DATE: 011616; DATE RECEIVED: 012116

2/1 Owner sends detailed letter describes the circumstances leading up to their accident in greater detail.

2/1 Dictated letter to owner.

POSTMARK DATE: 020116; DATE RECEIVED: 020116

2/2 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG0	EC	Open Date	12/16/2015	Built Date	10/30/2013
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	11/27/2013	Mileage	10,525	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PBU	TRUE BLUE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE			Dealer State	NY	Dealer Zip 11361
Owner					Contact Type	LETTER
Address					Home Phone	
	RICHMOND HILL NY				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Customer states having problems with his vehicle.
Product - Drivability - Unknown - Sudden Acceleration - Default	Customer states having several sudden acceleration issues.
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states having issues with his vehicle suddenly accelerating. Customer states he has been into an accident but did not do a police report.

Briefly summarize what the customer is expecting: Customer expecting a resolution to his vehicle. Agent advised customer to have the vehicle brought to the dealership for a better understanding of what's going on and to have star involved if necessary. Agent advised customer we would need a complete and proper diagnosis from a Chrysler dealership in order to seek further action if needed.

Reassigned to JL1476 for survey bypass no diagnosis.

Customer is calling in stating that he has not brought his vehicle to the DLR as directed by previous agent because he was in the hospital, and wanted to know if it was ok to bring his vehicle into the DLR next week.

Briefly summarize why the customer is contacting Chrysler: Customer is calling for assistance with getting the vehicle fixed

Briefly summarize what the customer is expecting: assistance

Customer clarified notes from previous agent stating that he was in the hospital but not due to the accident, and not due to any injuries from the vehicle. The accident mentioned above was when he bumped into the vehicle in front of him at a red light because the vehicle started 'jumping' forward on its own. Customer also states:

5/30/2014 put vehicle in park and walked away. Customer got about 20ft away he turned around and seen the vehicle moving by itself. Mechanic states that there must have been a delay in the computer in the car, vehicle did not register it was in park.

Customer states every time he brings it to the DLR they are very nice to him but being nice doesn't fix the vehicle.

Agent found next closest DLR STAR CHRYSLER in QUEENS VILLIAGE.

Customer states that he would like CAC to help him set up an appointment with them on Monday and that he will call in on Monday for this assistance at that time

customer said the vehicle is still having the same issue with the Sudden Acceleration and Jumping Out of Gear/Park

customer said the vehicle cannot duplicated

The customer said The DLR has checked the codes which show nothing

There were two incidents

The accident mentioned above was when he bumped into the vehicle in front of him at a red light because the vehicle started 'jumping forward on its own.

5/30/2014 put vehicle in park and walked away, Customer got about 20ft away he turned around and seen the vehicle moving by itself
customer wanted to know what Jeep is going to do for customer
agent talked to the DLR the DLR have not been able to
duplicate but DLR jay said he has heard about the issue
Customer advised that they will be contacted within one (1) business
day, by COB their time
Preferred morning/midday call back number is [REDACTED]
Preferred afternoon/evening call back number is [REDACTED] 7
Customer email address for case updates: xxxxx@xxxxx.com
Would customer like to receive updates via text message? (Y/N)
Mobile number:
Who has possession of the vehicle? (Owner/)
Has the vehicle been diagnosed by a CDJR
dealer within the last 30 days? (Y/N) yes
If a CDJR dealer has diagnosed within 30
days, what is the dealer name or code? BAYSIDE CHRYSLER DODGE JEEP RAM
66325 66325
If a CDJR dealer has not diagnosed within 30 days, when is the customer s
appointment scheduled?
Date:
Time:
Confirmed appointment at "dealer code" with "name"
Is the customer in a rental? (Y/N)
Who authorized?
From what date?
Reassigned to 88F
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
COIN Updated & CAIR reassigned to 82S
Contact: [REDACTED]
Telephone #1 [REDACTED]
Telephone #2 [REDACTED] 7
LOCATION OF VEHICLE - INCLUDING THE ADDRESS:
KEW GARDENS , NY- [REDACTED]
LOCATION OF VEHICLE PHONE NUMBER [REDACTED]
What happened?: Customer states he has been into an accident but did not
do a police report. Preferred Email Address? [REDACTED]
Date of Incident? unknown.
2/15/16
Sudden acceleration ...vehicle started 'jumping forward on its own.
LOCATION OF VEHICLE - INCLUDING THE ADDRESS:
KEW GARDENS , NY- [REDACTED]
LOCATION OF VEHICLE PHONE NUMBER [REDACTED]
Reassigned to 82t for their review and handling.
2/15/16 ASSIGNED TO TNT16. PAG
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 02-15-2016 12:53
CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 02-15-2016 12:54
CCRG Open Date: 02/15/2016 11:50:36
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/23/16 AT 13:32:23 [REDACTED]
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/11/16 AT 04:20:00 [REDACTED]
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/16/16 AT 21:07:52 [REDACTED]
3/24/16

**
****FILE RETURNED TO SI FOR RESOLUTION*** DENIAL *****
NOTLEDTOBELIEVE.DRM Letter requested this date
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Close Loop Exception Reason Code
POSTMARK DATE: 032416; DATE RECEIVED: 032416
3/28/16
NOTLEDTOBELIEVE.DRM Letter mailed this date

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG8	FC	Open Date	12/23/2015	Built Date	02/26/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	03/06/2015	Mileage	11,000	Dealer Zone	51	CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60417	BERGSTROM CHRYSLER-JEEP-DODGE-RAM				
Dealer Address	2929 LAWE ST					
Dealer City	KAUKAUNA			Dealer State	WI	Dealer Zip 54130
Owner					Contact Type	LETTER
Address					Home Phone	
	GREEN BAY WI				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	shift gear Failure
Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	smahed into the wall
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Sudden Acceleration - Default	

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone #1

Telephone #2

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:2929 Lawe St

Kaukauna, WI 54130 BERGSTROM CHRYSLER-JEEP-DODGE-RAM

LOCATION OF VEHICLE PHONE NUMBER 920-766-6500

What happened?: Customer states he was in the parking lot dropping off a friend and he was backing out of the parking spot and people were in his way that seen the back up light and he just shifted into drive and hit the pole/wall He also stated that on his way home his vehicle shifted into neutral while he was driving Center console lights flashing

Preferred Email Address?

Date of Incident? 12/21/2015

File errantly handled.

No Accident coded, no TREAD Codes noted.

What allegation is owner making??? (Sudden Acceleration / Brake Failure / Etc.)

Returned file to CB1512 for update and clarification of what allegations are being made

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer contacted Chrysler because he believes the vehicle has a factory defect that caused the vehicle to randomly shift gears. Customer had the vehicle in reverse and next thing he knew his vehicle was moving forward and he ran into a pole/wall.

Briefly summarize what the customer is expecting:

Customer is expecting his vehicle fixed , but the DLR wont touch it.

****End structured narrative T2 - Beginning Narrative

Customer believes the vehicle has a factory defect that caused the vehicle to randomly shift gears. Customer had vehicle in reverse and next thing he knew his vehicle was moving forward and he ran into a pole/wall.

Per OGC Matrix, reassigned to 82t for their review and handling.

12/28/15 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 12-28-2015 10:00

CAIR NUMBER E-MAIL SENT TO EAA 12-28-2015 10:00

CCRG Open Date: 12/23/2015 14:55:30

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/06/16 AT 12:06:36

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Customer needs his vehicle. Customer alleges he was told by the garage that Chrysler won't let them do anything. In the meantime he is paying for a rental. Customer feels he is being punished for an issue that has nothing to do with him. Customer feels he is not getting anywhere.

Customer knows an inspection was done on the vehicle.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer's address match COIN (Y/N): YES - with some corrections - added Apt # and changed spelling of street to Viking

If no, customer's current address:

Customer's current phone number (Daytime): [REDACTED] - cell

Customer's current phone number ([REDACTED]) cell

Customer's email address: [REDACTED]

Any additional information:

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82t for their review and handling.

Caller is General Manager Kevin from BERGSTROM CHRYSLER-JEEP-DODGE-RAM in Wisconsin. Customer has been calling him for the last 6 days. He needed some body work done on it which the DLR is doing now. Customer was told he could pick up his car but it is damaged.

GM Kevin says everyone has been threatened from the Dealership Secretary to the GM Kevin.

GM Kevin is just wanting to be sure he can get the body work fixed. He has paperwork from the customer's insurance company.

1/12/16 reassigned to lmm14 for handling. pag

FILE RETURNED TO SI FOR RESOLUTION

1/13 Dictated denial letter.

POSTMARK DATE: 011316; DATE RECEIVED: 011316

1/13 Letter mailed.

Customer called asking for legal department. Agent advised we do not have the number for that department.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG2	EC	Open Date	12/23/2015	Built Date	12/17/2013
Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	03/28/2014	Mileage	16,000	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	23468	HILLVIEW MOTORS INC				
Dealer Address	5309 ROUTE 30					
Dealer City	GREENSBURG			Dealer State	PA	Dealer Zip 15601
Owner					Contact Type	LETTER
Address					Home Phone	
	WEST MIFFLIN PA 1				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Jumps out of park when hit.
Corporate - Property Damage - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Customer's car is jumping out of park.

Briefly summarize what the customer is expecting: Information: is this normal?

This is actually a safety issue.

Customer had her car in park in a parking lot and bumped the gear shift, not very hard, but it knocked the car out of park. Her car rolled 6 inches and hit a sign post causing damage to the car. This has happened several times before but this is the first time it has occurred to her that it is a safety issue as damage has occurred. She is concerned it may happen again and a child may be involved either in or out of the car.

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone # LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX)

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states see lines 10-14.

Preferred Email Address?

Date of Incident? last week

See AC Article 18819

CAIR Line numbers 18-19 'LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX)' is there because an address is required to perform an inspection.

Returned file to MH1683 for proper handling

Location of vehicle: , WEST MIFFLIN, PA- . The customer's home.

Per OGC Matrix, reassigned to 82t for their review and handling.

Location of vehicle:

WEST MIFFLIN, PA-

LOCATION OF VEHICLE PHONE NUMBER

12/29/15 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 12-29-2015 08:19

CAIR NUMBER E-MAIL SENT TO EAA 12-29-2015 08:19

CCRG Open Date: 12/29/2015 07:42:54

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/18/16 AT 11:11:19

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

FILE RETURNED TO SI FOR RESOLUTION

1/20 Dictated denial letter. _

POSTMARK DATE: 012016; DATE RECEIVED: 012016

1/20 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG5	EC	Open Date	01/04/2016	Built Date	05/21/2014
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	06/26/2014	Mileage	100	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	62457	CENTRAL AVENUE CHRYSLER JEEP, INC.				
Dealer Address	1839 CENTRAL PARK AVENUE					
Dealer City	YONKERS			Dealer State	NY	Dealer Zip 10710
Owner					Contact Type	E-MAIL
Address					Home Phone	
	BLAUVELT NY 1				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default	Vehicle moved while in park and turned off.
Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default	

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

Dangerous Cherokees

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

On May 21, 2015 my husband parked his Grand Cherokee. It disengaged from the shift and ran over my husband. I have a 2014 Cherokee and already there is numerous recalls on it. I can't wait to get rid of it and will never purchase/use Jeep again!

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

Dear

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Jeep Cherokee and your husbands Jeep Grand Cherokee. I regret to learn of the concerns that have been experienced with the Grand Cherokee and your dissatisfaction with the current recalls on your vehicle.

I would like to discuss your concern further with you and therefore, I will be in contact with you on the number provided in your email. However, if you would like to speak with us sooner please do not hesitate to contact us directly at 1-877-426-5337 and reference your case number 28492815.

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

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

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

CUSTOMER CONTACT: Customer states that her husband was driving a company vehicle that was leased. Customer states that her husband had stopped to get gas and put the vehicle in park and turned the vehicle off. Customer states that the vehicle then rolled and ran her husband over and broke 17 ribs, the clavicle and ankle and the doctors did not expect him to live. Customer states that she would like to ensure that Jeep is aware of the issue with the vehicle. Writer advised that we can have it documented here however, we will require a VIN. Customer understood and will attempt to get the information and contact us back.

Customer called in with the VIN # 1C4RJFBG5EC as requested. Customer no longer owns vehicle, reassigned to DF314 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)#

2

VIN	1C4RJFBG3	EC	Open Date	01/05/2016	Built Date	09/23/2013
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	12/23/2013	Mileage	25,898	Dealer Zone	71	LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45646	CHRYSLER JEEP DODGE RAM MARIN				
Dealer Address	201 CASA BUENA DR					
Dealer City	CORTE MADERA			Dealer State	CA	Dealer Zip 94925
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAN FRANCISCO CA				Country	UNITED STATES

Product - Drivability - Unknown - Other - Default

Customer states vehicle rolls when in park

Briefly summarize why the customer is contacting Chrysler: Customer states issues with vehicle rolling. Customer states that the vehicle can be in park and it rolls. Customer states that the last time it was in park and with the emergency break on and it rolled still. Agent phoned DLR and inquired with SA Max whom states that the customer had vehicle in for it coming out of park and rolling. Agent was informed that they cannot duplicate the issue and customer has appointment for the 7th to have vehicle looked at again. Agent informed customer that we will have to wait for the appointment to determine if they are able to duplicate and from that point if there are any concerns then for the customer to contact back and we can work with him to help rectify. Customer understood.

Briefly summarize what the customer is expecting: Customer seeking repair and resolution.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates

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

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? (Y)

If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 45646

Is the customer in a rental? (N)

Reassigned to 88F

***** Case Management - District O *****

OOW: No

MVP: None

Household: 1 New. 0 Used.

415-886-3222

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40756

The reason for the dealer contact was to provide or request the following information: Verify appointment and get information from previous RO s.

SM left a voicemail informing that they were not able to duplicate the issue but it is back in now. Customer is alleging that there is a NHTSA case open for this concern. SM does not know what to do with this information.

CONTACT UPDATE - Customer was contacted today at 5:58PM EST

Customer was provided with agent's extension: 40756.

* * *

Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information:
Discuss case and get expectations.
Customer left a voicemail 1/6/16 requesting a callback.

*[REDACTED]

Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information:
Discuss case and get expectations.

Briefly summarize why the customer is contacting Chrysler: Customer had called in to speak with CM Alexia at telephone number 800-763-8422 at ext. 40756 however, he called into customer assistance center. Agent transferred customer to the ext. 40756.

Briefly summarize what the customer is expecting: Customer needed assistance getting through to CM at extension 40756.

Customer was wishing to be transferred to his CM. Agent transferred the customer.

Customer left a voicemail looking for callback.

Customer called in and informed that NHTSA has a case open. Writer informed that they control recalls and if one did come out we would address that then. Customer is requesting rental. Writer will call DLR and see what kind of coordination they are looking for and if we can do rental.

415-886-3222

Writer called DLR and SM was not available. Writer spoke to Jason in service and was informed that the vehicle has not duplicated. He was not sure what the SM wanted to talk about.

Status update provided via email to the following email address:

[REDACTED]

Hello, this is Alexia your case manager. This email is confirmation that your case [REDACTED] successfully escalated to me. My office hours are 2-10 PM (Eastern Time). My contact information is 800.763.8422 EXT 40756.

The service manager was out of the office today, so I was not able to discuss rental or whatever coordination he wanted to discuss. I will follow up with you again 1/13/16.

End of Status Update

SM left voicemail requesting a call back.

415-886-3222

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40756
The reason for the dealer contact was to provide or request the following information: Returning call.

SM called in and informed that he is not sure what steps to take as he cannot duplicate the concern and STAR has no advice until it is duplicated. SM is looking to see if a field rep can come out, and writer advised that he contact AM to see if that would be useful. Writer will call again 1/15/16.

**7[REDACTED]

Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information:
Inform that the SM is looking into what the next steps should be with internal resources.

Customer called in 2x requesting callback.

Customer had just called in requesting to speak to his CM

Customer left a message requesting callback about rental.

[REDACTED]

Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information:
We can look into rental reimbursement.

Customer called in and agent tried to warm transfer.

Customer left voicemail requesting clarification on rental.

415-886-3222

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40756
The reason for the dealer contact was to provide or request the following information: Any word back from AM? Will he accept an RA for rental?

SM left a voicemail informing that the customer is in a rental through the DLR and the TA is coming out 1/19/16.

**[REDACTED]*

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information: Verify lines 116-117. Writer will call again 1/19/16.

01-19: I looked at this vehicle today. I parked the vehicle on Laurel drive which is a very steep road facing uphill and downhill for about 10 minutes each time. Since I was not able to legally park on this street I was not able to perform multiple test. However, I did the same on test on Meadowsweet drive which isn't as steep as Laurel drive. In both instances, I was not able to confirm an issue with the vehicle rolling out of Park. On both streets I left the vehicle in Neutral and applied the Parking Brake and each time the parking brake didn't allow the vehicle to move. In other words, with the parking brake applied even with the vehicle in neutral, the vehicle would not roll. There are no Diagnostic Trouble codes in the system relating to this concern. The park solenoid over ride is working properly and there are no indications it was used or had any type of failure. The shifter module is working properly and will not allow the vehicle to be started or shut off if it isn't in Park. I spent 90 minutes sitting in the vehicle trying to capture the event. There is no possible way I can see this happening with all the safe guards we have in place. T/A WHS7.

415-886-3222

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40756. The reason for the dealer contact was to provide or request the following information: Looking to discuss TA visit.

SM left voicemail informing that the TA could not duplicate, and the customer has other concerns of rattle in dash and USB port not working. They will look at those tomorrow.

[REDACTED]

Writer called customer and verified that the DLR is working on other concerns. Customer does not want to drop the rolling issue. Writer informed that unless there is duplication, any repairs desired would have to be fully customer pay. Customer did not accept this answer and would like time to think. Writer will follow up 1/21/16 with update on diagnosis for other concerns.

415-886-3222

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40756. The reason for the dealer contact was to provide or request the following information: Looking for update on concerns in lines 145-147. SM left voicemail and informed that they have not looked at the other concerns as the customer has been insistent that he can duplicate the concern in the mountains where he has before. Customer is requesting a data recorder and neither SM or TA knows if it will be effective or not. SM will see if the device can be installed and the customer will potentially try to duplicate this weekend.

**[REDACTED]*

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information: Verify lines 160-165. Writer will call again 1/25/16.

415-886-3225

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40756. The reason for the dealer contact was to provide or request the following information: Looking to see if the data recorder was installed, if the customer took the vehicle to try to diagnose, and if the DLR has heard from them.

SM called in and informed that the customer is picking up the vehicle today and will be attempting to duplicate the concern this coming weekend. Writer will call again 2/1/16.

[REDACTED]

Writer called customer and was informed that he has the vehicle. Writer informed that we can only leave the case open for a week without the vehicle being worked on at the DLR. Writer will call 2/1/16 and find out if the customer duplicated their concerns. Writer informed that if a recall were to ever come out for this concern, there would be no cost to

the customer. If the concern was diagnosed after the warranty expired, we could look into goodwill.

415-886-3222

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40756. The reason for the dealer contact was to provide or request the following information: Looking to see if the customer has contacted DLR about whether he was able to duplicate the concern this last weekend. SM called in and informed that he has not heard from the customer yet, but should today.

[REDACTED]

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information: looking to see if he was able to duplicate the concern.

Briefly summarize why the customer is contacting Chrysler:

Customer wants to leave a VM with CM at ext#40756. Agent transferred.

Customer left a message informing that he did drop off the vehicle. The data recorder did not work, but he got video. Customer was also getting the service shifter message. He is in a rental and the DLR is working on the vehicle.

415-886-3222

Writer called DLR and spoke to SA Max as the SM was out of the office. SA does not have an update. SA will try to call SM for update.

SA Max left a voicemail informing that the vehicle has open disc brakes and therefore will only engage one wheel, the rest will be free rolling.

[REDACTED]0

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information: Diagnosis in progress. Will call again 2/8/16.

415-886-3222

Writer called DLR and spoke to SM Casey. SM informed that when the vehicle is in park, only one rear wheel locks, so the other rolls and the locked one slides. Vehicle is operating as designed and would need to have the parking brake engaged in order for this not to happen. SM will call customer and explain this. SM is emailing TA for advice on the codes and the service shifter message.

[REDACTED]

Writer called customer and was informed that he is not satisfied with the DLR explanation of one wheel locking as he alleges that the vehicle was trying to drive forward. Customer informed that the service shifter message appeared long before the rolling was duplicated. Writer will call again 2/10/16. Customer would like time stamp of last error message.

415-886-3222

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40756. The reason for the dealer contact was to provide or request the following information: looking to see if there is an update on the codes and if we can get a time stamp in the last error.

SM called in and informed that per the TA it is operating as designed. The trouble codes were because the vehicle was powered on and the traction control was trying to keep it from rolling/sliding back. This also explains the vehicle attempting to drive itself forward. We cannot get a time stamp for the last code because it records mileage and not time. Customer is going to pick up his vehicle tomorrow to take it up the mountains again and attempt to get video of both wheels rolling at the same time, as he does not accept that one is sliding and one is rolling. If he can duplicate this, we will send to TA and get assistance there.

Mileage: 25898

[REDACTED] contact customer, however, customer was not available.

Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information: Writer would like to verify that the customer is going to attempt to duplicate the concern again this weekend.

415-886-3222

Writer called DLR and spoke to Max in service. Writer was informed that the vehicle is not in yet, and the SM is not in today.

[REDACTED]

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information: Verify that he plans to take the vehicle back in and see if he was able to duplicate the concern over the weekend.

415-886-3222

Writer called DLR and was informed by Jason that the vehicle is not yet in.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40756

The reason for the dealer contact was to provide or request the following information: See if there has been any contact with the customer.

*[REDACTED]**

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information:

Looking to see if vehicle is in or if he has an appointment to take it in. Case will close if no appointment set by COB tomorrow. If no contact from customer before COB 2/18/16 case will close.

Customer left voicemail requesting callback after 1PM pacific time.

[REDACTED]

Writer called customer and was informed that he is going in for the dash rattle tomorrow, and will then be going out of country for a few weeks and will not be able to focus on the rolling concern. Writer informed that case would have to close during that time, but he would be able to open a new case when he was ready to work on this again. Customer would like extended coverage on the vehicle. Writer offered 7 years 100,000 miles max care. Customer will call tomorrow when repair is complete, and writer will email with brand line.

WM7100N Contract created. Contract number is [REDACTED]

Customer seeking to leave a voice mail to his case manager. Agent Transferred him over to case management ext 40756.

Customer left voicemail informing that the dash is repaired. He would like information about the service contract and written information about the current diagnosis on the rolling concern on the vehicle.

Status update provided via email to the following email address:

[REDACTED]
I got your voicemail and am glad that the repair to the dash is satisfactory. The service contract has been attached to the VIN of your vehicle and the contract number is: [REDACTED]. You will get something in the mail. If you have any questions about it please call 800-521-9922.

With regards to you wanting something in writing about the diagnosis on your vehicle, that is not something I could provide as I am not technically trained. You can ask the Dealership for that, but I do not know if that is even something that can be provided.

If you need to speak with me, you can call. Your case will close at close of business today. The number to call when you are ready to create a new case is: 877-726-4636.

End of Status Update

Begin Customer Message reviewed:

In our last conversation, we discussed the 7 year 100,000 mile extended care package. I believe you were sending me something to enroll me in that program. Is this coming via postal mail or email? Also, can you confirm again for me the amounts and the formal name of the program that I am being enrolled in? My understanding is that it is at zero cost to me to be enrolled in the program and then I have a \$100 deductible for each occurrence that needs parts or labor. Is that correct?

End of Reviewed Customer message

Status update provided via email to the following email address:

[REDACTED]
You will get something in the postal mail regarding the benefits of that service contract. That contract number I gave you is for the 7 year, 100,000 mile Maximum care package. It is already active on your vehicle at no cost to you.

End of Status Update

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

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG6E	EC	Open Date	01/06/2016	Built Date	06/13/2014
Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	08/19/2014	Mileage	15,999	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60496	CAITLIN CHRYSLER DODGE JEEP RAM				
Dealer Address	140 OLD YORK RD					
Dealer City	JENKINTOWN			Dealer State	PA	Dealer Zip 19046
Owner	J				Contact Type	TELEPHONE
Address					Home Phone	
LAFAYETTE HILL PA 1					Country	UNITED STATES

Product - Electrical - uConnect Cellular System - Phone pairing issues - iOS (iPhone)	Customer phone does not stay paired
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling because phone is not staying paired and frequently does not recognize his voice commands.

Briefly summarize what the customer is expecting: Customer is expecting phone to work efficiently.

Agent walked customer through soft reset steps and had iPhone forget uConnect system.

After doing these steps agent was unable to pair device to system.

Agent transferred customer over to uConnect case manager.

****UConnect Case Management Escalation****

Preferred Morning/Midday call back number is

UCONNECT CASE MANAGEMENT

Agent contacted CM for assistance with a customer having issues with their media center. Customer states that he has connectivity issues with his phone. Customer states it does not stay connected all of the time and the voice commands don't always work. Customer states the previous agent walked him through a soft reset and now can't get the phone paired back up. CM walked the customer through getting the phone paired back up and explained that the issues he is having is due to compatibility.

customer is still having an issue with compatibility

customer wants to have the radio replaced

customer is also having issue with the gear shift

Agent advised to have the gear diagnosis

Kyle from dealer 60496 calling in. Kyle states that the customer had called in. Kyle states customer is stating he was advised to have the radio replaced.

Agent advised Kyle nothing on our records show customer was advised to replace the radio.

Kyle then put customer on the line.

Customer states he spoke with Nathan from access. Agent referred customer back to access to figure that out.

Customer calling back with a complaint with his phone not connecting as the software version he has on his iPhone 6 is higher than the tested at this time. Customer wants a 2016 model radio put into his vehicle to replace this concern.

Agent advised customer that this is something that is continually tested and may update at any time. Agent did advise customer that a new radio would not be authorized due to compatibility issues with his phone as there is nothing defective with his radio at this time.

Customer has requested Supervisor callback

Preferred daytime number: 2

Preferred evening number:

Reason for request: Customer not happy that agent would not authorize a

new head unit.

CAIR assigned to: LD398

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day

Supervisor Call

Writer contacted customer [REDACTED], unable to reach customer.

Customer contacted Chrysler requesting to speak to a supervisor.

Agent informed customer that supervisor LD398 contacted him and was unable to reach him.

Customer is requesting another call back.

Customer called back requesting to speak with LD398. Agent advised customer that supervisor will contact him back.

Customer states that if he doesn't answer for the supervisor to contact back as it doesn't always go through the first time. Agent advised customer that agent will update the notes. Customer thanked agent.

SA Ron Dealer needs authorization for a software update.. Writer warm transferred SA to CA TP405.

writer took call from SA/ to advise no authorization for flash updates

Customer called in stating he got call from supervisor at 1 and they did not reach the phone and has not heard back. Customer complained about issues with radio and asked for another supervisor. Writer informed Lynn is going to call again and to wait for this call. Customer understood and states he wants it documented he is upset about poor gas mileage and having to replace brakes and rotors at 15000 miles. Writer assured complaint documented. Customer thanked writer and ended call.

Customer is upset that LD398 has not contacted him yesterday. Customer states that his phone was with him all day and never received a call from LD398.

Agent informed that LD398 did try to contact him around 1:49 pm and was unable to reach him.

Agent was informed by JM2677 that LD398 will be reaching out to the customer before 12PM today.

Supervisor Call

Writer contacted customer at [REDACTED] he states he has to replace the front brake pads and rotors and feels it is too soon since he has only 15,000 miles on the vehicle. Customer states he only gets 13 MPG with a V6. Customer states he loves the vehicle. Customer states since purchasing the vehicle in 2014 he has had concerns with the gearshift and the radio. Customer states in the MY 2016 they have upgraded with a new gearshift and radio. Writer advised customer he is part of the ECS and his file will be escalated and he will receive a return call within 1 business day. Customer states he would really like to be contacted today if possible and if he can not be reached on the first attempt if he could be contacted again since he can not always get to his phone the first time.

Dealer Code:60496

POC Name and position: SA Ron

POC number: 215-690-3770

POC e-mail:

Date and time customer brought vehicle into dealer?

Is the customer waiting?

Is the customer in a rental?

Customer name:

All customer contact number [REDACTED]

Best time of day to contact customer?

Customer concern:

Current mileage:

Dealer diagnosis:

Are there ANY modifications to the vehicle?

Recommended repairs:

Estimated completion date?

CA contacted dealer 60496 at 215-690-3770. CA confirmed with SA\Ron that the customer needs new brakes and rotors because he has worn them out that fast, the customer is coming in next week to get pads and rotors replaced and was provided pricing for it due to be maintenance, was advised that the vehicle isn't at the dealership. SA\Ron advised that he did software updates already on it when he came in last time. SA\Ron advised that the customer wants to put a 2016 radio in his vehicle which isn't an option.

CONTACT UPDATE: 1st Contact attempt, phone number called [REDACTED]

Customer wants the radio so that he can use the Sirius. CA advised that

the customer has the RA4S radio. Customer not happy that he has to pay for the brakes and rotors, the shifter doesn't always go into park or reverse, radio doesn't work with phone all the time. CA advised that brakes and rotors are maintenance and it is the customer's financial responsibility. CA advised that all concerns will need to be diagnosed before anything further could be decided. CA advised that a TS can be involved to make sure all resources are used.

CA contacted dealer 60496 at 215-690-3770. SA\Ron stated that he has an opening for 1:00 pm 03/09/15. CA explained all of the customer's concerns; rental covered by ECS and would need to call ECS with full diagnosis information (provided).

CA contacted customer at 2- [REDACTED] Customer stated that 03/09/15 at 1:00 pm won't work and to try for 03/10/16 for 10:00 am instead.

CA contacted dealer 60496 at 215-690-3770 x4. CA was unable to reach SA\Ron to try to change appointment date.

CA spoke with customer stating that CA will call back by the EOB with an appointment confirmation.

CA contacted dealer 60496 at 215-690-3770; CA left a message to see if appointment can be changed for 03/10/16 at 10:00 am and to call back.

CA contacted dealer 60496 at 215-690-3770; SA\Ron stated 03/10/16 at 10:00 am will work.

CA contacted customer at [REDACTED] CA advised appointment is set for 03/10/16 at 10:00 am and rental is arranged.

ESCALATE TO TS NO EXPECTATIONS***

Vehicle is at the dealership - CAITLIN CHRYSLER DODGE JEEP RAM (60496)

Update triggered by s32862n

ESCALATE TO TS NO EXPECTATIONS***

CA contacted dealer 60496 at 215-690-3770; CA was advised that they will have the full diagnosis 03/11/16. CA advised to call the ECS line (provided) with that information.

CA contacted the customer at [REDACTED] Customer requested a call back in 5 minutes.

CA contacted the customer [REDACTED]. CA advised full diagnosis is 03/11/16 and next update is 03/14/16.

ESCALATE TO TS NO EXPECTATIONS***

CA contacted dealer 60496 at 215-690-3770; SA\Ron stated that the customer needs to come in to get the phone paired because he believes that it's just the phone not pairing is the issue. SA\Ron stated that the customer paid for his brakes and rotors to be replaced which was done already. SA\Ron will call CA back with rental totals.

CA contacted the customer at [REDACTED]. CA was unable to reach or leave a VM due to all circuits were busy message.

CA contacted the customer at [REDACTED]. CA was unable to reach or leave a VM due to all circuits were busy message.

Agent received call from SA, Ron, who stated he needed authorization to replace the radio and it has been ordered. Agent advised SA not to perform repair and the case would be escalated to a TS for authorization. SA stated he needed rental authorization for 6 days. SA stated he would be the point of contact and number is 215-690-3770.

***** Following Corporate Resource has been contacted *****

TAPS

on 2016-03-15 @ 15:38

CAIR ESCALATION CLOSURE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Customer called in looking to speak with their CM. Agent transferred the customer over to the CM line using AC document 22276.

Customer left a message stating that he is still having issues.

CA contacted the customer at [REDACTED]. Customer stated that he has gotten a lawyer because there is something wrong with the vehicle. CA advised that his phone is not compatible with the radio. Customer stated that he wants the radio replaced. CA advised without a defect on the radio it cannot be replaced. CA verified that the customer has a iPhone 6S with AT&T with the highest iOS and customer has to stay at the 9.0.1 iOS version to stay compatible with the system. Customer requested a supervisor call. CA transferred call to WC326.

*****SUP CALL*****

Customer phone will not be compatible with uconnect system due to iPhone system. Customer stated that he wants lemon law for his radio not being compatible with the new iPhone system. Customer was advised to check the uconnect website in order to look up radio updates on vehicle. Customer is also dissatisfied with MPG currently getting in vehicle. Customer

stated does have a lawyer that will be contacted about this concern with the radio. Informed customer that vehicle radio will not be replaced due not being defective and that at this time his case will be closed due to vehicle being repaired.

Status update provided via email to the following email address:

lgold@ptmsport.com

Here is the uconnect system update website you requested

<http://www.driveuconnect.com/>

End of Status Update

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

***** Below Customer Contacted for Documentation Request *****

am1676@chrysler.com on 2016-03-18 @ 14:22

***** Customer Document Received *****

SA Ron DLR 60496 called to speak to customer advocate AM1676. Writer warm transferred SA to customer advocate MH1572, as AM1676 is not currently available.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG5	FC	Open Date	01/07/2016	Built Date	12/18/2014
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	06/29/2015	Mileage	13,730	Dealer Zone	70	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45471	LARRY H MILLER CHRYSLER JEEP				
Dealer Address	1481 W RIVERDALE RD					
Dealer City	RIVERDALE			Dealer State	UT	Dealer Zip 84405
Owner						Contact Type E-MAIL
Address						Home Phone
	HOOPER UT					Country UNITED STATES

Product - Drivability - Unknown - Other - Default

Vehicle rolls while in park

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

Jeep rolls backwards while in park.

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

My 2015 Jeep rolls backwards while in park wheels turned and emergency brake

applied. Has happened around 10 times. Once parked on an incline it will set for approx. 7 -10 minutes before sliding down a driveway or slight hill. Two times in has slipped all the way down a driveway about 10 - 15 feet before coming to a stop in the gutter. Something is seriously wrong with the Jeep. I've had a 1996, 2006, and a 2015 Jeep over the past 25 years. I have NEVER had a vehicle do this anywhere! This problem needs to

be fixed promptly. A rolling out of control vehicle could hurt or cause death to a person.

*****END OF CUSTOMER E-MAIL*****

Dear

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn you are experiencing a concern with your Jeep Grand Cherokee and have opened a file regarding this issue.

We would like to look into this concern further; this will require diagnoses to be completed by an authorized Chrysler dealership. If you have had the vehicle at a dealership within the past 30 days, please respond to this e-mail with the name and location of that dealership.

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

Sincerely,

Katelynn

*****END OF CAC E-MAIL*****

Dear Katelynn,

The jeep has been taking to the dealership. I called them on Monday Jan 4th when the 1st incident happened. It was dropped off Monday night and they checked everything on Tuesday. They said they could not find anything wrong with it and they had contacted Jeep to see if others had the same complaint. We picked it up on Tuesday evening. Then on Thursday Jan 7th it did it again. I drove to the dealership and told them it happened again. I asked Kevin to go with me and let me show him what it was doing, he declined and said they could not find anything wrong with my Jeep. He told me it was the tires and that I should contact Michelin and carry salt with me. As you know this is a brand new jeep with new tires. I should not have to replace brand new tires on my jeep. I wish he would have gone with me down to their used dealership 3 blocks away because I used their parking lot to see what it was doing. It is rolling back on it's own and is scary. My husband was in there last night trying

to get something done. The next time it happens, I will go back again. I n the meanwhile somebody needs to find out what is going on before someone loses their life. I think my husband is calling Jeep and Michelin today.

Thank you for your quick response to my concerns. Larry H Miller in Riverdale Utah is the dealership. My [REDACTED] phone # is [REDACTED] if you should need to contact us.

Thank again for the quick response.

*****END OF CUSTOMER E-MAIL*****

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center. We have reviewed your case and your concern has been forwarded to our case management department for further review.

One of our case managers will contact you within approximately one business day to address the issue you have been having.

This referral action will provide the best opportunity for your concern. Thank you again for your email.

Sincerely,

Katelynn

*****END OF CAC E-MAIL*****

Preferred morning/midday call back number is [REDACTED]

Preferred afternoon/evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? (Owner

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? (YES

If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 45471

Is the customer in a rental? N)

Who authorized?

From what date?

Reassigned to 88F

***** CASE MANAGER TEAM - District P *****

Under Warranty

MPV:None

Household: 2 New, 2 Used

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is customer vehicle is rolling backwards while emergency brake is in use.

Action requested: DLR take customer on test drive and STAR case be open once vehicle is at DLR to help duplicate customers issue.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 70 45471 01/11/16 13:34 O [REDACTED]

Writer attempted to contact DLR however,

SM Darrin not available. Left message for a return call at extension 40736

The reason for the dealer contact was to see if vehicle is at DLR and if STAR case and customer test drive can be performed. Will follow up with DLR 1/12/13.

CONTACT UPDATE - Customer was contacted today at 11:48 am. Customer stated after she purchased the vehicle that it rolled back a few times like the vehicle was not completely set in gear. And last week the vehicle was parked on a slight incline and it slid down the drive way 1/4/16, when vehicle was in park and emergency brake was on. Customer took vehicle to DLR and they were not able to duplicate issue. Vehicle was at DLR all day 1/5/16 DLR not able to duplicate anything. Customer stated that she took her vehicle to the DLR 1/7/16, vehicle was in park and the wheel turned all the way to the right and emergency brake on, and after sitting about 7 minutes the vehicle slid back, that wheels are not moving when this happened. DLR informed her first that it was due to ice and then was told it was due to the tires. Issue hasn't not happened since 1/7/16. Writer stated that we will contact DLR 1/12/16 to do more research on situation and see if the DLR thinks that it could be due to the tires or what else could cause vehicle to slid back. Will provide update to customer 1/13/16.

Status update provided via email to the following email address:

[REDACTED]
Hello, this is Melissa your case manager. This email is confirmation that your case, [REDACTED], was successfully escalated to me. My office hours are 8:00 AM 4:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 40736.

End of Status Update

Writer attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40736. The reason for the customer contact was to inform customer that it can be normal for vehicle to slide back on ice, but we need to know how far back vehicle is sliding, will follow up 1/13/16.

Customer contacted writer. Customer stating the vehicle is sliding 10-15 feet and then stops when it hits gutter at the bottom of the drive way.

Writer informed customer that we need her to take vehicle to DLR and have them open STAR case to help diagnosis issue customer is having. Customer will schedule own appointment. Writer will follow up with customer 1/14/16 to see if appointment has been scheduled.

Writer attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40736. The reason for the dealer contact was to see if customer has scheduled an appointment and that we would like STAR case open when customer brings vehicle in.

Writer contacted customer. Customer stated that she has not had a chance to schedule appointment yet, but that she is going to try to drop off vehicle 1/15/16. Writer requested that customer notify us if vehicle is taken to DLR so that we can request that a STAR case be open and if we don't hear from customer 1/15/16 we will follow up with her 1/18/16.

REASSIGNED TO BC/DLR 70 45471 01/17/16 20:38 O [REDACTED]

Writer contacted DLR SM not in 1/18/16, spoke to SA Zach Irwin. SA stated that customer was last in 1/5/15 for RRT and vehicle rolling in Park. SA stated that customer does not have current appointment scheduled. Current mileage 13630.

Was the customer in a rental? no

Did the customer have a co-pay? no

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim? Yes

Writer contacted customer. Customer stated she hasn't had time to take vehicle yet and hasn't been able to duplicate the issue yet. Writer stated that since vehicle hasn't been back in we will temporarily close case and once vehicle is taken back to DLR a new case can be open if needed.

okay to close

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

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG5	FC	Open Date	01/08/2016	Built Date	08/11/2015
Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	09/24/2015	Mileage	3,600	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45272	CAPITAL CHRYSLER JEEP DODGE, LLC				
Dealer Address	200 WATERFIELD RIDGE PLACE					
Dealer City	GARNER			Dealer State	NC	Dealer Zip 27529
Owner					Contact Type	LETTER
Address					Home Phone	
	RALEIGH NC				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer calling because car failed to stay in park
Product - Brakes - Unknown - Complete Failure - Default	Customer calling because car failed to stay in park
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Customer calling because car failed to stay in park
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer calling in because DLR gave him number to contact CAC in regards to his car. He placed his car in park and ran into his workplace and when he came out his car was rolling back and hit a building. This has happened before and this time he is super he put it in park.

Briefly summarize what the customer is expecting:

Customer is expecting to find out why this is happening.

Agent advised customer that there is not open recalls on his vehicle that could be causing this problem and encouraged him to continue working with his DLR to fix the issue.

****End structured narrative T2 - Beginning Narrative

POSTMARK DATE: 011316; DATE RECEIVED: 012016

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass - No Diagnosis

1/21/16

Received letter dated 1/13/16 from

State Farm

Prop A1 Office -WIN

PO Box 52250

Phoenix, AZ 85072

Att: Robert Rose 844.292.8615

Insured

Claim number

DOL: 1/8/16

Mileage: UNKNOWN

BILLKIENZEL letter requested this date

POSTMARK DATE: 012116; DATE RECEIVED: 012116

BILLKIENZEL letter mailed this date

POSTMARK DATE: 011116; DATE RECEIVED: 012616

VEHICLE IS LOCATED AT:

3916 OAK PARK RD

RALEIGH NC 27612-5623

contact Leland Apple @ 844 292 8615 x 101 as State Farm Rep. must be present for inspection

Per OGC Matrix, reassigned to 82T.

1/27/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-27-2016 08:29

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-27-2016 08:29

CCRG Open Date: 01/26/2016 14:44:24

POSTMARK DATE: 012916; DATE RECEIVED: 020416

Received another letter from State Farm. _

Per OGC Matrix, reassigned to 82T.

2/4/16 UPDATED CCRG FILE & CASE MANAGER. PAG

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/04/16 AT 16:46:12 [REDACTED]

POSTMARK DATE: 012516; DATE RECEIVED: 020816

State Farm Claim 33-7V00-819 DOL 1-8-2016

Per OGC Matrix, reassigned to 82T.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Briefly summarize why the customer is contacting Chrysler: Customer requests a rental for 11 days.

-

Briefly summarize what the customer is expecting: Customer requests a rental for 11 days.

-

As per AC 18961 agent advised customer that 'rental coverage/reimbursement request will be considered only once vehicle inspection has been completed and reviewed.'

Also there is a legal cair open on this case so agent also 'referred customer to their attorney for handling'.

Customer is calling regarding a rental vehicle. The vehicle from the accident is at the shop, the 'hold up' is the body shop is waiting for a back ordered part. The customer has insurance, however the insurance rental portion is going to expire as of TODAY! the customer needs a rental vehicle as possible as not to be inconvenienced any further. Please contact the customer back for follow-up. Agent advised that the customer could pay out of pocket then put in for reimbursement, customer states he cannot do this, it would cause an undue financial burden.

82S

****FILE RETURNED TO SI FOR RESOLUTION**** Dictated denial letter.

Attached SF notice to Cair.

POSTMARK DATE: 020916; DATE RECEIVED: 020916

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG1	FC	Open Date	01/12/2016	Built Date	08/16/2014
Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	01/19/2015	Mileage	15,084	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	43071	ED SHULTS OF WARREN INC				
Dealer Address	1658 NORTH MARKET STREET					
Dealer City	WARREN			Dealer State	PA	Dealer Zip 16365
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WILLIAMSVILLE NY				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Dealer - By-Pass - Default - Default - Default

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

1/12/16

Per Rick Thornton:

'Owner states:

Approximately one month ago, my wife placed the Jeep in park and left the car running and took my daughters into daycare. About 5 minutes later, she came out and saw the vehicle start to roll forward. She attempted to jump in to car to stop it, but it ended up hitting another vehicle. She states that the 'P' on the gear selector was flashing when she entered the car. ...it has taken 4 attempts to put it in park, but no rollaways.

Mr. wants an inspection of the vehicle and wants Larry Brooks from Vehicle Safety involved as well.

Vehicle Location:

N,

WILLIAMSVILLE, NY-

Phone No :

Reassigned to 82t for their review and handling.

NOTE

Mr Thornton (rick.thornton@fcagroup.com) wants to be apprised of Inspection outcome and to be notified before any correspondence is sent to this owner

1/13/16 ASSIGNED TO TNT16, PAG

CAIR NUMBER REQUEST EAA INSPECTION 01-13-2016 09:09

CAIR NUMBER E-MAIL SENT TO EAA 01-13-2016 09:10

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/21/16 AT 16:41:01

1/29/16

Being addressed by Mr Thornton/Larry Brooks

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG6	EC		Open Date	01/13/2016	Built Date	08/16/2013
Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	10/22/2013	Mileage	7,000	Dealer Zone			
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Owner						Contact Type	E-MAIL
Address						Home Phone	
NEW ROCHELLE NY 10801						Country	UNITED STATES

Product - Suspension - Unknown - Other - Unknown	Instability
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

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

defective vehicle

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

To: Sergio Marchionne Jeep Corporate Office Headquarters Chrysler Group LLC

1000 Chrysler Dr. Auburn Hills, MI USA 48326-2766 Corporate Phone Number:

1-248-576-5741 Customer Service Number: 1-800-992-1997 Re: Jeep Grand Cherokee Laredo ? VIN# 1C4RJFAG6EC have been a loyal Jeep customer

for 20 years, having leased several Jeep vehicles over the period. My objective in leasing has been to enjoy the benefits of worry free driving

by leasing new vehicles in mint condition that spare me the agony of mechanical malfunction. On my current 2014 Jeep Grand Cherokee lease, however, there are 9 recalls, 16 Service bulletins, and 5 investigations ? in addition there are 587 driver/owner complaints. One of

the problems currently under investigation involve instability of the transmission. I experienced this problem and nearly was seriously injured

when the transmission slipped out of PARK and the Jeep moved forward crushing my leg in the door. Fortunately I was able to get out of danger with a few bruises and there ?s only a minor dent in the door and some

scratches on the bumper. Another problem I ?m having, which has been

plaguing many other Jeep owners, is where the engine warning light repeatedly engages with no indication of specific information with regard

to what the malfunction might be. I ?ve brought the vehicle to Chrysler

dealers 4 times and they have been unable to resolve this. Each time the problem recurs and I continue driving with uncertainty and stress with myself and my passengers fearing their lives may be endangered.

I ?m

totally not getting the vehicle safety and confidence I paid for. We need

to resolve this ? I ?m offering a settlement where I am refunded the

\$2000 I spent in taxes and down payment, and Fiat ? Chrysler takes back

this defective vehicle as is and terminates this lease agreement with no further penalties. The FEDS fined Fiat Chrysler a record \$105 million in that settlement. I would prefer to avoid taking legal action or filing complaints with the ? U.S. DEPARTMENT OF TRANSPORTATION, ? National

Highway Traffic Safety Administration (NHTSA) and The Center for Auto Safety In 2008 Chrysler was in bankruptcy being subsidized by \$12.5 billion

in taxpayer loans. What will Fiat Chrysler do for their loyal customers?

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

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

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center. We are very sorry to learn of the problems you are experiencing with the transmission and engine and completely understand how frustrating this must be.

In order for us to further assist you, we need to verify if your vehicle has been diagnosed in the last 30 days at a certified Chrysler dealership. If it has been diagnosed, please provide the name of the dealership, and the individual you have been working with.

If you have not had the vehicle diagnosed, please ensure you have a diagnosis completed.

You can find a dealership locator using the 'Find a Dealer' button on the top of the Jeep - <http://www.jeep.com> website.

Our technicians are trained to troubleshoot issues that customers like you are experiencing and provide accurate diagnoses. They also do have specialists that they can refer to if necessary. Therefore, our dealerships are the best resource for you to utilize in the instance.

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

Sincerely,

Carol

Customer Service Representative

Jeep Customer Assistance Center

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

I have previously filed a complaint on the website of Jeep and have offered FCA(Jeep) a settlement whereby I would be refunded the leasing charges I paid and the company would consent to an early termination of the lease on this defective vehicle with no penalties or charges.

I would also accept a replacement of this defective vehicle with a 2016 vehicle that is free of defects.

The following is a timeline of events occurring since I filed my complaint with FCA (Jeep) and requested early termination of my lease:

9/10/15- Filed customer service complaint on Jeep website

9/22/15- the company failed to respond. I placed a follow up call to Jeep customer care and was told someone would get back to me within 48 hrs.

10/13/15- Took Jeep to Manhattan Jeep/Chrysler for inspection at the request of Jeep customer service who instructed me that an inspection would be needed as a matter of procedure in the review of my claim.

10/21/15- Manhattan Jeep/Chrysler returns vehicle to me reports that they addressed specific issues connected to 2 recalls - however the detailed documentation of my claim were never forwarded to this authorized service provider and the provider failed to inspect pursuant to the specific details outlined in my claim.

10/22/15- Raven, of Jeep customer service claims they are unable to locate record of my original emailed claim - so I resend it by e-mail for 2nd time.

11/4/15- A person, reported to be a 3rd party accident investigator contracted by FCA(Jeep) accident investigation tells me I need to give him date and bring vehicle again to a dealer so he can inspect. In protest, I inform him that I had turned the vehicle over to Jeep for the week (10/13/15-10/21/15) in October, pursuant to Jeep's request, for claim inspection, and that I am confused as to why I am being inconvenienced again. I also ask if any arrangements had been made for a replacement vehicle during the period of his requested inspection. He informs me that he has nothing to do with that and, in a callous and crude display of indifference, he terminates the conversation.

FCA US LLC has already acknowledged and admitted that they violated various sections of the 'Safety Act', and yet, in a cavalier display of arrogance and non-compliance, continue to violate me, a consumer whose tax dollars bailed them out in their 2008 bankruptcy.

FCA US LLC is required to execute certain performance obligations, pursuant to the July 24, 2015 Consent Order, amended December 8, 2015, the objectives of which are to mitigate the risks of harm and promote

safety for we, the consumers. FCA, however, persists in violating and disregarding me in a blatant act of non-compliance with the order. I seek assistance in expediting remedial action in this matter as a victim, and the protection of my rights as a consumer, and as an American citizen.

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

Dear [REDACTED]

Thank you for providing the details of the events related to your vehicle. Please accept our apology for the problems you have experienced. We would be happy to review your case further. In order to do so, we would need to see the vehicle in order to understand the issues that are occurring.

Our technicians are trained to troubleshoot issues that customers like you are experiencing and provide an accurate diagnosis. They also do have specialists that they can refer to if necessary.

Please contact us using your method of choice, either by phone or by using the link provided below to advise us when the vehicle is at the dealership. We will be more than happy to further review your situation at that time.

Sincerely,

Carol

Customer Service Representative

Jeep Customer Assistance Center

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

Reassigned to DP596 for survey bypass

No diagnosis

I have previously filed a complaint on the website of Jeep and have offered

FCA(Jeep) a settlement whereby I would be refunded the leasing charges I paid and the company would consent to an early termination of the lease on

this defective vehicle with no penalties or charges. I would also consider

a replacement of this defective vehicle with a 2016 vehicle, free of defect. The following is a timeline of events occurring since I filed my complaint with FCA (Jeep) and requested early termination of my lease:

9/10/15- Filed customer service complaint on Jeep website 9/22/15- the company failed to respond. I placed a follow up call to Jeep customer care

and was told someone would get back to me within 48 hrs. 10/13/15- Took Jeep to Manhattan Jeep/Chrysler for inspection at the request of Jeep customer service who instructed me that an inspection would be needed as a

matter of procedure in the review of my claim. 10/21/15- Manhattan Jeep/Chrysler returns vehicle to me ? reports that they addressed specific

issues connected to 2 recalls - however the detailed documentation of my claim were never forwarded to this authorized service provider and the provider failed to inspect pursuant to the specific details outlined in my

claim. 10/22/15- Raven, of Jeep customer service claims they are unable to

locate record of my original emailed claim - so I resend it by e-mail for

2nd time. 11/4/15- A person, reported to be a 3rd party accident investigator contracted by FCA(Jeep) accident investigation tells me I need

to give him date and bring vehicle again to a dealer so he can inspect. In

protest, I inform him that I had turned the vehicle over to Jeep for the week (10/13/15-10/21/15) in October, pursuant to Jeep's request, for claim

inspection, and that I am confused as to why I am being inconvenienced again. I also ask if any arrangements had been made for a replacement vehicle during the period of his requested inspection. He informs me that

he ?has nothing to do with that? and, in a callous and crude display of

indifference, he terminates the conversation. FCA US LLC has already acknowledged and admitted that they violated various sections of the 'Safety Act', and yet, in a cavalier display of arrogance and

non-compliance, continue to violate me, a consumer whose tax dollars bailed them out in their 2008 bankruptcy. FCA US LLC is required to execute certain performance obligations, pursuant to the July 24, 2015 Consent Order, amended December 8, 2015, the objectives of which are to mitigate the risks of harm and promote safety for we, the consumers. FCA, however, persists in violating and disregarding me in a blatant act of non-compliance with the order. I seek assistance in expediting remedial action in this matter as a victim, and the protection of my rights as a consumer, and as an American citizen.

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

NAN - duplicate email (80-123)

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass - Duplicate CAIR

Status update provided via email to the following email address:

[REDACTED]
Mailing Address: 12900 Hall Road, Suite 401, Sterling Heights, MI 48313

Phone: (866) 662-4639, Option 5 or 586-226-2470, extension 114

Fax: 586-226-2559

Website: www.ncdsusa.org

End of Status Update

Customer seeking buy back or repurchase. Customer has been informed on CAIR [REDACTED] 5 that he does not qualify for this process of buy back or replacement. Agent provided customer with Arbitration Process via email.

Survey by pass not diagnosis. Reassign to BR379

as stated the vehicle was in the dealership from October 13 through October

21 in 2015 no one inspect the vehicle with respect to the problems I reported. If FCA requires that I must bring the vehicle to the dealership now a second time, due to FCA's failure to adequately coordinate

the vehicle examination, I respectfully request a replacement SUV as I did

previously, as I am paying in excess of \$349 monthly to your company for transportation. Please have someone contact me by phone @ [REDACTED] to properly coordinate this.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBM4	FC	Open Date	01/17/2016	Built Date	05/11/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	01/06/2016	Mileage	570	Dealer Zone	70	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC				
Dealer Address	2601 EAST 5TH AVENUE					
Dealer City	ANCHORAGE			Dealer State	AK	Dealer Zip 99501
Owner					Contact Type	TELEPHONE
Address					Home Phone	
ANCHORAGE AK					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	slipping keeps rolling in park
Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	
Product - Electrical - Remote/Key Fob - Default - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: the customer called in stating

Briefly summarize what the customer is expecting:

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates:

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

Mobile

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? (N)

If a CDJR dealer has diagnosed within 30

days, what is the dealer name or code? ANCHORAGE CHRYSLER CENTER INC (Dealer Code: 70-64793)

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

Date: heading to dealership Monday

Time:

Confirmed appointment at "dealer code" with "name"

Is the customer in a rental? (N)

Who authorized?

From what date?

Reassigned to 88F

1 Briefly summarize why the customer is contacting Chrysler: the customer

2 called in stating that the vehicles engine light is on and that his vehicle slips while it is in park. The customer also stated that this is his first jeep and he has never had so many issues in such a short time.

The customer also stated that the key fobs doesn t work as well.

3 Briefly summarize what the customer is expecting: vehicle assistance

Customer is contacting Chrysler because he needs to be transferred over to Roadside Assistance.

Agent called Roadside Assistance and transferred customer for further assistance.

***** Case Management - District G *****

Loyalty Snapshot:

OOW: still within warranty

MVP: none

Household: 1 new 0 used

Status update provided via email to the following email address:

[REDACTED]
Hello this is Brian from Jeep Customer Care, I am just following up with you on behalf of your case manager Veronica, she is not in the office today. I just wanted to advise you that your case has been successfully escalated to Case Management and is being reviewed to find out what the next steps in fixing your vehicle may be, if you have any questions or concerns please contact your case manager Veronica at 1-800-763-8422 ext 40700. Thank you.

End of Status Update

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:

Follow up to see if appointment needs to be scheduled, writer informed that CM will follow up 01/21/2016

Agent called customer at [REDACTED] and the call did not go through

Agent called customer at [REDACTED] and the call did not go through

Status update provided via email to the following email address:

[REDACTED]

Hello

This is Chris from Jeep Customer Care. I am contacting you on behalf of Veronica your case manager. She was out of the office this week but will be following up with you on 1/25. Thank you for your continues patience and have a great day.

End of Status Update

Agent called customer at [REDACTED] and the call did not go through

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

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBM4	FC	Open Date	01/18/2016	Built Date	05/11/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	01/06/2016	Mileage	570	Dealer Zone		
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	ANCHORAGE AK x				Country	UNITED STATES

Corporate - Survey By-Pass - Field Call or Email - Default - Default	RS
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2016-01-18
Road Side File Created 01-18-16 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

CARL ST
ANCHORAGE ANCHORAGE
AK USA AK
SERVICE LIGHTS ON/WILL ROLL IN PARK
DEALER CODE : 88865
Closing cair as this is a duplicate to existing cair #

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG8	EC	Open Date	01/22/2016	Built Date	08/19/2013
Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	02/22/2014	Mileage	50,063	Dealer Zone	51	CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PFS	CASHMERE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	44588	HELLER MOTORS INC				
Dealer Address	720 S DEERFIELD RD					
Dealer City	PONTIAC			Dealer State	IL	Dealer Zip 61764
Owner					Contact Type	LETTER
Address					Home Phone	
VONITA SPRINGS FL					Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Vehicle rolled backwards
Product - Transmission / Transaxle - Unknown - Other - Default	Vehicle rolled backwards
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer called stating last night he pulled his vehicle in his driveway and ran in his house, vehicle was in park but when customer came back out vehicle had rolled backward and hit another car.

Customer believes it is transmission issue due to when he pulled his vehicle away he had to shift it out of park and felt vehicle jump

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone #1

Telephone #2 A XXX-XXX-XXXX "

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Home

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states he pulled his vehicle by curb while going inside house for a minute. Vehicle was in park but when customer came back out vehicle had rolled around and hit a Toyota vehicle.

Preferred Email Address?

Date of Incident? 1/21/2016

VEHICLE IS LOCATED AT:

VONITA SPRINGS FL

Per OGC Matrix, reassigned to 82T.

P67 OCCUPANT RESTRAINT CONTROL MODULE SAFETY 12/01/2014 INCOMPLETE

Incomplete Recall R40 RADIO SECURITY VULNERABILITY SAFETY 07/24/2015

INCOMPLETE

1/22/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 01-22-2016 15:36

CAIR NUMBER E-MAIL SENT TO EAA 01-22-2016 15:36

CCRG Open Date: 01/22/2016 13:13:37

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/01/16 AT 04:35:12

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

FILE RETURNED TO SI FOR RESOLUTION Dictated denial letter.

POSTMARK DATE: 020216; DATE RECEIVED: 020216

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBM1	FC	Open Date	01/26/2016	Built Date	01/30/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	03/03/2015	Mileage	3,800	Dealer Zone	70	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Dealer	66012	COAST AUTO CENTER INC				
Dealer Address	530 CHETCO AVE					
Dealer City	BROOKINGS			Dealer State	OR	Dealer Zip 97415
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BROOKINGS OR				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Vehicle going in reverse, will not stay in park
---	---

Customer contacted Chrysler stating he has taken his vehicle to dlr 66012 three times to fix his gears.

Customer stated his vehicle is not staying in park, its causing in reverse.

Customer stated he also has had it stuck in neutral before.

Customer stated he has had his vehicles software updated and it still has not solved the issue.

Customer is seeking further help.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates

Would customer like to receive updates via text message? Yes

Mobile number:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? Yes

If a CDJR dealer has diagnosed within 30

days, what is the dealer name or code? COAST AUTO CENTER 66012

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

Date:

Time:

Confirmed appointment at "dealer code" with "name"

Is the customer in a rental? No

Who authorized?

From what date?

Reassigned to 88F

***** CASE MANAGER TEAM - District G *****

ACTIVE: All

MVP: None

HOUSEHOLD: 1 New, 0 Used

Writer contacted DLR 66012 at 541-469-5321. Spoke with SA Kenny: stated that he was working with customer previously for shifting concerns, advised that the concerns on lines 3-5 are new to him.

CONTACT UPDATE - Customer was contacted today at 11:26 hours MST.

Had it in at least 3 times for that issue, customer will put the vehicle into park and then once he is ready to turn off the vehicle it will come out of park into reverse before he knows it, states that the issue is intermittent, writer advised customer to make an appointment with the DLR, customer informed that he was advised by the DLR that they can t do anything to the vehicle unless they can find codes or can duplicate the

issue, writer still advised customer to make an appointment, requested customer to contact writer once the appointment has been made.

Customer was provided with agent's extension: 40796.

Status update provided via email to the following email address:

██████████
Hello, my name is Dylan, and I have been assigned as your case manager. This email is confirmation that your case, ██████████ was successfully escalated to me to work with the dealership for repair resolution for the issues to your vehicle. My office hours are 10:00 AM 6:30 PM (Eastern Time). My contact information is 1-800-763-8422 EXT 40796. If you have any questions or concerns, please do not hesitate to contact me back via email or phone call (and text once activated with me) and I will be more than happy to assist you. Thank you and have a great day!

End of Status Update

Customer left message: stated that he took his vehicle to the DLR, needs a shift linkage, got the vehicle back and it can't even go in high gear, has to bring it back to get that fixed.

Spoke with Receptionist: writer requested a call back for a status update.

SA Kevin left voicemail: stated that he ordered a shift lever assembly and is there, has an appointment tomorrow at 09:00 hours PST.

Writer contacted customer: advised of lines 63-64, the issue is getting worse and acts like it's in sports mode all the time, will contact customer on 2/4/16.

Spoke with SA Kenny: advised that the repair was completed and has not heard back from the customer.

Was the customer in a rental? If yes, how many days? No

Did the customer have a co-pay? If yes, how much? None

What is the RO #? ██████████

Does the SM have the CAIR #? If no, provide it.

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim? Yes

Writer contacted customer: stated that the vehicle is operating fine, will have one of writer's colleagues contact him on 2/8/16 and close the case if there are no more concerns.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40572. The reason for the customer contact was to provide or request the following information: advised of case closure by end of day, gave EXT if has any questions or concerns.

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

Customer contacted writer, still experiencing issues with electric shifter, hard shift, doing research on what to do further for customer.

Will have to get vehicle back into DLR for diagnosis to see about resolving issue.

Writer spoke with SA Kenny, SA advised customer needs to bring vehicle in and speak with SM Carl and take test drive to look into issue further and set up appointment from there. Contacting customer to verify.

Writer contacted customer and advised of lines 90-92. Customer going to bring vehicle to DLR on 2/15/16. Follow up for 2/15/16.

Writer contacted DLR for update, SA busy, left message for contact back.

Writer spoke to SA Kenny and was advised that SA had told customer if he can get vehicle to duplicate the issue he'd get it in and have a Tech look into it. After about a week now the vehicle has been good. Calling customer to close case.

Writer contacted customer and confirmed what SA Kenny had said. Advised customer we can't keep case open if not working with DLR on vehicle.

Customer okay with case closure, is happy with vehicle as long as concerns don't keep repeating.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

All of the customer's concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG5	EC	Open Date	01/26/2016	Built Date	02/17/2014
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	03/27/2014	Mileage	31,498	Dealer Zone	74	DENVER
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA				
Dealer Address	5001 GRIZZLY COURT					
Dealer City	MISSOULA			Dealer State	MT	Dealer Zip 59802
Owner					Contact Type	LETTER
Address					Home Phone	
	LOLO MT				Country	UNITED STATES

Product - Brakes - Parking Brake Assy - Other - Default	Parking brake failure caused accident
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	rolling after she put it into park and shut off vehicle
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: vehicle rolled into a tree

Briefly summarize what the customer is expecting: her vehicle fixed
Customer called stating that she parked the vehicle and applied the e-brake, customer exited the vehicle and it rolled away and into a tree, customer stated that she is positive that the vehicle was in park as she removed the key.

-
Agent contacted the DLR 60062 and spoke to Service Advisor Mike who said the vehicle has not been in for diagnosis and he was hoping to have it in before the end of the week.

-
Agent spoke with customer and told her that we could not do anything until we got the diagnosis from the DLR to see if there was an issue with the vehicle. customer understood but also said that what else could have caused the accident.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis

Please review AC18819 and provide all required information, including complete vehicle address, proper reason codes, and Tread data.

Reassigned to VB463

Please Contact the Customer for more information and address accordingly.
COIN Updated & CAIR reassigned to 82S

Contact:

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: 5001 GRIZZLY CT MISSOULA, MT
LOCATION OF VEHICLE PHONE NUMBER 406-721-5000

What happened?: Customer states Customer called stating that she parked the vehicle and applied the e-brake, customer exited the vehicle and it rolled away and into a tree, customer stated that she is positive that the vehicle was in park as she removed the key.

Preferred Email Address:

Date of Incident? 1/26/2016

Vehicle Location:

5001 Grizzly Ct
Missoula, Mt 59808
Ph: 406-721-5000

Per OGC Matrix, reassigned to 82t for their review and handling.
R40 RADIO SECURITY VULNERABILITY SAFETY 07/24/2015 INCOMPLETE
1/29/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-29-2016 13:00

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-29-2016 13:00

Briefly summarize why the customer is contacting Chrysler: customer called stated Investigation is at the dealership regarding the accident. Now that the dealer will have the vehicle for an unknown amount of time the customer requires a rental vehicle

Briefly summarize what the customer is expecting: rental vehicle

Agent spoke to service manager regarding rental vehicle, Chad(Service

Assistant Manager)Dallas (SM)-area manager they no -

-Customer called seeking rental - please contact customer back regarding this concern

CCRG Open Date: 01/29/2016 10:10:30

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/05/16 AT 16:46:18 [REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/05/16 AT 17:04:41 [REDACTED]

****FILE RETURNED TO SI FOR RESOLUTION***

Reviewed report and images. The BTSI system checked and functions properly. No issues were found with the brakes or shifter unit.

Dictated denial letter.

FCA US LLC conducted an investigation into the incident and found there were no manufacturing defects caused or contributed to the incident

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

POSTMARK DATE: 020916; DATE RECEIVED: 020916

Mailed letter

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG2	EC	Open Date	01/28/2016	Built Date	05/13/2013
Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	06/30/2013	Mileage	26,760	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	26999	ROCKAWAY CHRYSLER DODGE JEEP RAM				
Dealer Address	550 BURNSIDE AVE			550 BURNSIDE AVE		
Dealer City	INWOOD			Dealer State	NY	Dealer Zip 11096
Owner						Contact Type FAX
Address						Home Phone
	EAST MEADOW NY					Country UNITED STATES

Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	CAIR:29022547
Corporate - E-Reimbursement - Default - Default - Default	Rental Vehicle
Corporate - Rental Vehicle - Default - Default - Default	Rental Vehicle reimbursement.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Won't go into park and won't shut down

Briefly summarize why the customer is contacting Chrysler: Customer states the wife and child were in the car and she tried to put the vehicle in park or shut the vehicle off and she had to have her foot onto the vehicle until the husband got there. The vehicle has been taken to DLR and changed the shifter and the same problem happened again and the check engine light and service transmission and shut down engine. The DLR is trying their best and the customer doesn't feel safe driving the vehicle and don't want it. Customer works in the emergency hospital and needs to get to work even now that they had a snow storm and had 29.6 of snow. The DLR informed the customer that they would have to pay out of pocket because the DLR will authorize a vehicle for \$35/day. Customer needs a 4WD vehicle.

Agent advised: customer that we only authorize a \$40/day rental and it would be the customer's responsibility. Agent will inform the CM of the situation with the snow storm to see if they could assist with the rental. Agent gave the customer the CAIR# and stated the CM will be in contact with the customer with 1-2 business days.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

This is a request for buy back or replacement

Reassigned to 91L

This vehicle does not meet the criteria for escalation to 91L.

Customer advised that they will be contacted within one (1) business day, by COB their time

Would customer like to receive updates via text message? No

Mobile number: N/A

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? Yes

If a CDJR dealer has diagnosed within 30

days, what is the dealer name or code? ROCKAWAY CHRYSLER, code#26999

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

Date: N/A

Time: N/A

Confirmed appointment at "dealer code" with "name"

Is the customer in a rental? No

Who authorized? N/A

From what date? N/A

Reassigned to 88F

***** Case Management - District T *****

IN WARRANTY

MVP:MOPAR CUSTOMER APPRECIATION PROGRAM - CO

Household:1 NEW,2 USED

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40507. The reason for the customer contact was to provide or request the following information:

To get case started and give contact information.

Customer called to speak to CM AC2725. Writer transfer customer to VM at extension: 40507.

Status update provided via email to the following email address:

AC2725@chrysler.com.KS1236@chrysler.com.bs899@chrysler.com

Customer left voice mail message for contact back

End of Status Update

Writer called Customer and got the run down on the case. Customer wants to get rid of Jeep because Customer no longer feels safe in vehicle.

Possible buyback and Customer is aware that Writer does not deal with buyback but will do everything Writer can before transfer.

Writer called Dealer and got some information about the vehicle. Mileage is - 26276, RO# [REDACTED]. There is a short in the vehicle and Dealer is figuring whats going on. Writer talked to Scott (516)453-9818

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension40507. The reason for the customer contact was to provide or request the following information:

To update Customer about case.

Writer contacted ROCKAWAY CHRYSLER DODGE JEEP RAM at 516-371-1500 ,and

SA is Scott , who stated they are waiting for a trnsmission valve body

Writer contacted customer at [REDACTED]

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40507 The reason for the customer contact was to provide or request the following information:

left update.will follow up on 2-10-16

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40507. The reason for the customer contact was to provide or request the following information:

Contacting customer to inform of line 70. Follow up 2/12/16.

Customer states that he picked up his vehicle from the dealer Monday or Tuesday of this week. Customer states that he is still experiencing the same issues. Customer states that the vehicle locks up and they cannot put it in park. Customer is frustrated and stated that he does not want this vehicle any longer. Agent transferred customer to 40507

Customer states that the jeep is going into drive and won t let him get out of the gear. Customer states his daughter was driving and went to park but the vehicle stayed in drive and won t shut off. Customer states that the vehicle is at the DLR and the vehicle has been diagnosed.

Customer states that the vehicle is unreliable and it s a safety issues.

Customer states his daughter is at the DLR now and she needs a rental.

Customer expects a rental and a new vehicle.

Agent advised customer that due to our systems being updated we are able to pull up his vehicle information but agent will contact the DLR to get some background on the vehicle. Agent contacted DLR and spoke with SA scoot. SA states that he cannot diagnose the vehicle because the systems. SA states they advised the customer they do not have a loaner. SA states they do not have a contact with enterprise and they advised customer of this already. Agent advised customer that if he needs a rental he can go rent one and submit us the receipt for possible reimbursement. Customer became upset and requested a supervisor callback. Agent seen that customer had a CM. Agent transferred customer to CM.

Writer contated dlr spoke to SA Scott who advised the vehicle had a flash update done to the vehicle,test drove 10 miles and the vehicle operates as designed, vehicle was returned to the customer.

Was the customer in a rental? NO

Did the customer have a co-pay? NO

What is the RO # [REDACTED]

Does the SM have the CAIR # DEALER DECLINED

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim?

MILEAGE: 26,369

Customer called in to speak with his CM about his vehicle.
Writer transferred customer over to case management line.
Customer calls to speak with their Case Manager.
Transferred the customer to AD1021 a supervisor.
Customer declined to provide a second phone number.

****SUPERVISOR CALL****

Writer took call from customer, MR [REDACTED]. Customer stated his vehicle as been at the dealer 4 times for the same concern. Customer stated he spoke with his attorney today and his attorney will contact Chrysler today as the vehicle falls under the lemon law for his state. Customer stated the vehicle will not go into park nor will shut off. Customer stated the dealer gave the vehicle back to him and it is not repaired. Customer stated he is taking the vehicle back to the dealer and wants the vehicle repaired. Writer explained that writer will have customers CM contact the dealer tomorrow for an update and then contact customer.

Writer contacted dlr who advised that the vehicle was in on 02/11/2016 to have the issue with the vehicle not going into park and not shutting off repaired, dlr advised that the vehicle was test drove for 10 miles and that there was no issue with the vehicle when it was returned to the customer, dlr offered the customer a rental vehicle and she declined as she did not want to have to pay for the rental vehicle.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX. The reason for the customer contact was to provide or request the following information:
Update on vehicle, contact information wa provided on this call.

Customer contacted into Chrysler CAC asking for assistance to get out of their vehicle. Customer stated that they have a safety concern with the vehicle and no longer wish to be in the vehicle. Customer is looking for assistance from Chrysler to get out of their vehicle , and to see if their is any deals on any vehicle from Chrysler.

agent stated that the customer has an CM through Chrysler who had attempted to contact them on Friday and was not available to speak with the customer (Lines 135). Agent stated that they do wish that they continue to work with the CM, Agent also stated that they were sent up previously to a department that reviewed if Chrysler would be able to assist them through a Buyback/replacement. Agent stated that we are unable to assist the customer in this process here at Chrysler (Line 26). Customer stated that they will continue to work with their CM.

Writer contacted customer who advised that the vehicle still has the same issue and that the dlr has repaired the issue, the vehicle was returned to the dlr for the same issues that it was having. Customer advised that he would like to have the vehicle appraised for a new vehicle, Writer advised a CDI, Customer advised that this vehicle has a safty issue and his wife is not able to exit her vehicle because it is stuck in drive, she is not able to take her son to school for fear that the when she puts her vehicle in park it is still in drive and may injure on of the children. the vehicle has been in to have this issue addressed 4 times. Writer contacted dlr was not able to reach SM. Writer left a message update needed on this vehicle, contact information was provided on this call. _

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40722. The reason for the customer contact was to provide or request the following information: Updat

Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 40722

The reason for the dealer contact was to provide or request the following information: Update on this vehicle is needed, contact informatio
Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40722. The reason for the customer contact was to provide or request the following information: Updat
Was the customer in a rental? YES, 7 days

Did the customer have a co-pay? no

What is the RO # [REDACTED]

Does the SM have the CAIR # on file

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim?

MILEAGE: 10,841

*****DISREGARD LINE 181*****

MILEAGE: 26,469

Writer contacted customer who advised that the vehicle has been picked up and is running fine. Writer advised that the case would be closed and that if there were any further issues in the next 30 days that the case could be re-opened, advised after 30 days they would have to contact 1-800 IAMJEEP to have a new case opened. Writer inquired if customers expectations have been met at this time? Customer advised that they have. Customer called and stated he just picked up his vehicle after being told it was repaired. When he dropped the keys off for the rental and left with his vehicle. Shortly after engine lights came on and said to place vehicle in park. Customer tried but it would not go into park. He has contacted the dealer who is sending a salesman to return the rental keys and they will look into the issue tomorrow. Customer wants his case reviewed and his request for a replacement given serious consideration. his issue is beyond a mechanical problem. For him, his wife and four year old it has become a safety issue and he no longer wants the vehicle. He is seeking a replacement if the vehicle cannot be repaired.

Customer called in seeking what was up with case and vehicle. Agent read lines 184-199. Agent stated that they would reopen case and escalate back to 88F CM for further assistance. Customer accepted and provided call back number [REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

Customer calling seeking information on case, agent was reviewing case, customer disconnected call.

POSTMARK DATE: 022416; DATE RECEIVED: 022416

Customer called to speak with CM

Agent transferred customer to SM2494

* * * * * CASE MANAGER TEAM - District T * * * * *

In Warranty

MVP: 39730803 Active CAOCON30

Household: New: 1 Used: 2

Customer called writer and was wondering what was going on with her vehicle, stated that DLR called to come pick up vehicle, they have nothing further they can do to it, customer explained she has been having issues going on for quite some time now, what happens is the vehicle will not be able to be put in park which has been inhibiting her life.

Writer put customer on hold called DLR 26999, spoke with SM Scott who stated that they have not been able to duplicate concern, they did change the valve body the first time the customer came in with concern; this time they have test drove the vehicle and SM took vehicle home per permission of customer and was unable to duplicate concern, vehicle is ready for customer pick up. Call completed with SM.

Writer back on phone with customer advised that the reason the vehicle is ready to be picked up is because they were unable to duplicate concern, could see in repair history went to a different DLR who might be willing to work on vehicle.

Customer stated she doesn't want to bother with this vehicle anymore, it will be out of warranty soon and doesn't want to have to deal with this concern any longer especially while vehicle is out warranty.

Customer was wondering about rental vehicle had to pay for the last time the customer was out of their vehicle.

Writer reviewed document.

Writer advised would need the receipt and then would be able to reimburse. Customer to fax receipt and writer to follow-up 2/26/2016.

Writer advised that if check it sent, case will close, to keep case open will need to get into another DLR.

What has the customer specifically requested?

Reimbursement for rental vehicle.

If this is for a previously made goodwill decision, what is that CAIR #?

No.

What is the total amount being reimbursed and the reasons why?

\$406.92 for time spent in DLR while diagnosing vehicle, and valve body replacement.

Customer picked the vehicle back up and now the vehicle is stuck in neutral and has to have the emergency brake on so it won't roll. Agent advised the customer that they need to have it towed to the dealer and have them diagnose it again.

Customer called in because his case manager is not calling him back.

Customer states he just picked up his vehicle and it is still not fixed.

Customer is done, he wants a buy back on his vehicle.

Agent gave the customer the arbitration phone number and the web site to

check and see if they can help to resolve these issues.

Writer called customer.

Customer stated that wife picked up vehicle, ran some errands and then vehicle got stuck in neutral, customer has video of concern, sent to DLR, DLR advised to bring vehicle back in; customer dropped vehicle off and DLR is in a loaner; customer was stating that his vehicle is a Lemon and if he has to he will go to the media, he wants a vehicle to be fixed or a new vehicle.

Writer explained that vehicle as per what is on his vehicles file it does not qualify for Lemon and cannot be sent to the considerations team; will continue working with DLR to and request them to contact STAR to see if they have any information to further diagnosis of the concern.

Customer wants compensation, writer advised could look in to reimbursing a vehicle payment, and as discussed the rental is set to be reimbursed for, but cannot send check til case is ready to close, explained that sending a check will close the case.

Customer wants check now, but understood.

Writer to follow up 2/29/2016.

Writer called DLR spoke with SM Scott who stated they diagnosed issue as a wiring problem in the transmission module, vehicle was repaired and will be test drove over the weekend to make sure concern is no longer appearing.

Writer to follow up next week 3/2/2016.

Status update provided via email to the following email address:

[REDACTED]
This is an email from Chrysler customer care. We just wanted to notify you that we spoke with the dealership. The vehicle was diagnosed and repaired, and they are just test driving it to make sure it is safe. Your case manager Stephanie will talk to you on Wednesday. Have a great day!
End of Status Update

Customer is calling to get a update on what to do with the vehicle.

Customer states the DLR isn't fixing it, and telling her to trade out.

Customer still owes on it, and can't understand why she's being told this. Agent stated he doesn't deal with sales in that aspect and can't comment. Customer is frustrated with the situation as they are not fixing their vehicle. Customer thanked agent for listening and ended call.

Writer to call DLR 3/2/2016 to find out what they have talked to customer about, as well as status of repairs.

Writer called DLR, receptionist stated that Scott is the SA and he went home for the day, vehicle is still at DLR.

Writer called customer and advised still working on getting in touch with DLR, will be following up with them tomorrow 3/3/2016.

Customer was frustrated with writers call since there was no update and doesn't want phone calls with no update, stated has not heard from DLR and now getting nothing from writer; stated working with another DLR/resource who pulled his repair history who states that vehicle qualifies for Lemon Law.

Writer advised that if customer is pursuing Lemon Law will not be able to keep case open, customer stated that writer has to continue working to repair vehicle. Writer advised that I am at the discretion of the DLR to repair vehicle.

Customer stated that if he wants to pursue Lemon Law he can and Chrysler has to continue fixing vehicle, and not to call unless there is an update.

Writer stated would not call back till have an update on vehicle.

Writer called DLR spoke with SM Scott who stated Repaired wiring underneath center console, that vehicle was completed and customer is going to pick up.

Was the customer in a rental?

Loaner.

Did the customer have a co-pay?

Covered under warranty

What is the RO #?

[REDACTED]
Outgoing Mileage?

26,760mi

Does the SM have the CAIR #?

Yes

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim?

Writer called customer to advise spoke with DLR and vehicle is repaired, and to see how vehicle is operating.

Customer stated the vehicle is running fine; advised that he wants reimbursement for a lease agreement as well as for rental.

Writer advised that we can reimburse one or the other, customer stated writer said both.

Writer advised I said I would look into reimbursing the lease agreement but our original plan was rental.

Customer stated he wants to go over both information with writer before he decides what he wants.

Writer to call DLR and get the amount of days he was out of vehicle while it was at DLR, and advised customer to send in Rental information FAX #801-736-3929 Attn: SM2494.

Customer agreed.

Writer called DLR spoke to SA Rich who stated customer was at DLR from 1/29/2016-2/8/2016; 2/11/2016; 2/23/2016; and 2/26/2016-3/7/2016.

Writer called customer and advised that if I were to reimburse for a vehicle payment I would reimburse for one vehicle payment, or if he was wanting reimbursement for rental.

Customer was unable to talk and stated to call back later.

Writer to Follow up 3/7/2016. Customer agreed.

MRS. [REDACTED] called and stated her CM is out of the office until Monday and she can't wait until Monday as her vehicle is going in the shop today for the 5th time and the DLR is refusing to give her a loaner. Writer warm transferred to KS1236.

Supervisor Call

Customer contacted writer. Customer stated she picked up her vehicle and the same thing happened. Customer stated she needs to take her vehicle back to the DLR but they don't have any loaner vehicles available.

Customer stated she doesn't understand why the DLR doesn't have loaner vehicle. Writer advised the customer she can reach out to the DLR and get some information. Writer spoke to Scott in service who stated he is actively trying to get his loaner vehicles back into the DLR so he can get the customer in one. Writer advised the customer of the information above. Customer stated that she needs one to pick up her son. Writer advised she will continue to reach out to the DLR and customer stated she was told she would be notified as well. Customer stated she would like the address to send in her LL documents.

Writer contacted Customer to inquire of loaner issue. Customer alleges that he does not want to pay for a loaner vehicle again and wait to be reimbursed, requested to have LL address emailed to him so he can send documents to then, requested for a new CM, and to receive an answer by either today or tomorrow but no later than tomorrow. Writer confirmed and will try to assist as much as possible, informed that the DLR has been contacted and that they are trying to get a loaner vehicle for the Customer, will have a new CM for the customer next week, and will email address information.

Status update provided via email to the following email address:

[REDACTED]
Hello Mr. [REDACTED], this is Connor from Jeep Customer Care. Regarding our conversation earlier I will provide you with the address you requested in order to send your documented concern.

P.O. Box 21-8004

Auburn Hills, MI 48321

End of Status Update

Writer contacted SA Scott to inquire about if he has been able to get a loaner vehicle for the customer. SA stated that he just barely got a vehicle available for the customer about 10 minutes ago, but has not had the chance to contact him. Writer informed that the Customer will be contacted by the Writer and informed that he can go and pick up the loaner tomorrow since the DLR is closing up for the day. SA confirmed.

Writer contacted Customer to inform of lines 381-386, customer confirmed and demanded for the case to be escalated above Writer so that he can receive a new vehicle. Writer informed that providing a new vehicle is not an option that Writer can provide. Customer requested for someone that can. Writer provided NCDS contact information. Customer confirmed.

MRS. [REDACTED] calling stated she was advised would be getting another CM. Writer advised showing JA1585 at ext 40763. Best call back

#5 [REDACTED]

Status update provided via email to the following email address:

JA158@chrysler.com, KS1236@chrysler.com, bs899@chrysler.com

Please call customer [REDACTED]
End of Status Update
Customer MRS [REDACTED] requested to speak to Case Manager.
Transferred to JA1585 voice mail
She added 2nd phone [REDACTED]
Status update provided via email to the following email address:
JA158@chrysler.com,KS1236@chrysler.com,bs899@chrysler.com
Please call Mrs [REDACTED] today if possible, she alleges she is not being
called back and may contact a lawyer.
End of Status Update
She alleges not being called back and may contact a lawyer.
MRS. [REDACTED] called to speak with CM JA1585. With customer's permission,
writer transferred customer to CM's voice mail, as CM is not currently
available.
Status update provided via email to the following email address:
JA158@chrysler.com,KS1236@chrysler.com,bs899@chrysler.com
Customer requested call back ASAP
End of Status Update
Customer: MRS [REDACTED] calling to speak with CM: JA1585 with customer's
permission writer transferred customer to CM's voice mail, as CM is not
currently available.
Status update provided via email to the following email address:
JA158@chrysler.com,KS1236@chrysler.com,bs899@chrysler.com
Customer requesting call back.
End of Status Update
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40763. The reason for the
customer contact was to provide or request the following information:
To get more information as to the vehicle's issues and the customer's
concerns
Writer contacted DLR spoke with SA who stated that the vehicle was in on
3/14/16 with no duplication on the not going into park and vehicle going
into neutral on its own.
Mrs. Reyes requested to speak with her CM JA1585. Customer stated that
her CM is not returning her calls and customer keep leaving messages.
Writer advised to leave a message for a call back and writer will request
a call back.
Status update provided via email to the following email address:
JA158@chrysler.com,KS1236@chrysler.com,bs899@chrysler.com
Customer requested a call back
End of Status Update
MRS. [REDACTED] called to speak with CM. Writer transferred to JA1585 ext.
40763 voicemail.
Status update provided via email to the following email address:
JA158@chrysler.com,KS1236@chrysler.com,bs899@chrysler.com
Customer is requesting callback as soon as possible.
End of Status Update
Agent attempted to contact dealer to speak to Service Advisor Rich,
however,
SD not available. Left message for a return call at extension 40560 for
call back today, and for future contact extension 40763.
The reason for the dealer contact was to provide or request the
following information: Vehicle diagnosis, if any repairs have been made
and next steps or repair resolutions.
MRS REYES call to speak with CM JA1585 or a manager. Writer put customer
on hold to try to get assistance and when Writer came back to refresh the
customer was not responding and after a while, Writer disconnected the
call.
Status update provided via email to the following email address:
JA158@chrysler.com,KS1236@chrysler.com,bs899@chrysler.com
Customer request a call back
End of Status Update
MRS. [REDACTED] called, requesting a supervisor. Transferred customer to
KS1236.
Supervisor Call
Customer contacted writer. Customer stated that her vehicle is currently
at the DLR and it's been shifting into neutral on its own. Customer
stated she wants out of her vehicle. Writer advised the customer that we
can not buy back her vehicle and due to the miles on the vehicle she does
not qualify for the vehicle to be sent up for review. Writer gave the
customer NCDS information and stated she will reach out to the DLR to see

if she can get some information on the customer's vehicle. Writer advised she will follow-up with customer once she gets information.

Customer stated she would like to be called back at [REDACTED]

Writer spoke to SA Scott who stated they can't duplicate the concern.

Customer stated to SA that the vehicle is going into neutral and that she has video proof. SA took vehicle on extended road test and will drive it through the weekend. Customer is in a loaner vehicle.

Supervisor Call

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX. The reason for the

customer contact was to provide or request the following information:

Writer advised the customer the DLR is going to drive the vehicle through the weekend to see if they can get it duplicated.

MRS. [REDACTED] called, requesting a supervisor. Transferred customer to SM2462.

Supervisor Call

Customer contacted writer and writer stated lines 479-480. Customer stated she wants out of her vehicle. Writer advised the customer that we are here for repair resolution and due to the mileage we can't send her vehicle up for review. Customer stated she will get her attorney involved and doesn't want to pick up the vehicle. Writer advised the customer the DLR will be contacted on 3/22/16 to see if there is an update and go from there.

Writer contacted DLR spoke with Scott who stated that they have not been able to duplicate the issue and will be driving it tonight as a last attempt

Writer contacted customer and informed of lines 491-493, customer stated that they will not pick up the vehicle until a resolution/repair has happened customer also wants compensation for the miles the DLR has placed on the vehicle and reimbursement on the rental. Follow up on 3/24/16

Writer contacted DLR spoke with SM Scott who stated that there still was no duplication on the issues and they will have the customer pick up today

Writer contacted customer who stated that he will not pick up the vehicle until a repair has been made, and wants reimbursement for rental and vehicle payment now. Customer requested a SUP call was transferred to EXT: 40686

Writer contacted DLR spoke with SM Scott who stated that they will have a STAR case opened for this vehicle

***** Below Customer Contacted for Documentation Request *****

jessica.anderson@fcagroup.com on 2016-03-24 @ 16:20

*** Supervisor Call ***

Customer transferred to Writer; Alleging DLR attempted 4 transmission repairs, vehicle been at DLR 26999 over 30 days, Expects reimbursement \$400.00 for rental, Reimbursement of vehicle payment today, or get out of vehicle, Writer advised request for reimbursement not possible, At this time CAC is working with internal recourses to assist DLR in resolving concerns, Reimbursement processed once vehicle repaired/returned to customer, Customer currently over miles for review, advised of NCDS, Customer alleges working with NCDS, will work with Lawyer, CM JA1585 will follow up 3/25/16 with update on internal resources. No guarantees given on reimbursement request.

***** Customer Document Received *****

***** Following Corporate Resource has been contacted *****

TAPS

on 2016-03-25 @ 14:58

CAIR has been sent back because of the following reason:

Dealer already has a repair in place. STAR assistance not needed at this time.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40763. The reason for the

customer contact was to provide or request the following information:

to inform of lines 522-524, follow up on 3/30/16

Writer contacted DLR spoke with Scott who stated that the AM and area tech have been reached out to on this vehicle, they are still driving to get a duplication.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40763. The reason for the

customer contact was to provide or request the following information:

to inform of lines 532-534 follow up on 4/1/16

*** THE OWNER SUBMITTED A CERTIFIED NOTIFICATION CARD TO FCA RECEIVED ON 4/1/2016. FILE [REDACTED] WILL BE FORWARD TO THE BUSINESS CENTER. ***

writer contacted DLR spoke with SA Scott who stated that they have not been able to duplicate any issues and the vehicle is still there and came in on 3/14/16

writer contacted customer and informed of lines 541-543 follow up on 5/6/16

writer contacted DLR and was informed that they have not been able to duplicate any issues and the vehicle is still there

Status update provided via email to the following email address:

[REDACTED]
Hi this is Jessica with Chrysler Customer Care; we just wanted to let you know that at this time the dealership is still attempting to duplicate the issues with your vehicle as soon as we have more information I will provide you with the update. Have a wonderful day.

End of Status Update

Customer called in seeking case manager. Agent transferred customer to case management line.

Briefly summarize why the customer is contacting Chrysler: Customer states that she was supposed to hear back from the lemon law team and hasn't heard anything yet. Agent informed customer of line 26 and ensured customer that case management is handling file. Agent did provide customer with arbitration contact for process as customer states that she is not willing to work with case manager as she was informed by case manager that they only work with service department. Customer thanked agent for arbitration process and contact as per answer ID 18702.

Briefly summarize what the customer is expecting: Customer seeking lemon law.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJECG6	FC	Open Date	01/28/2016	Built Date	04/17/2015
Model Year	2015	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY		
In Service Dt	08/29/2015	Mileage	5,000	Dealer Zone	63	DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60590	AUTONATION CHRYSLER DODGE JEEP				
Dealer Address	21027 NORTH FWY # IH-45					
Dealer City	SPRING			Dealer State	TX	Dealer Zip 77388
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SPRING TX				Country	UNITED STATES

Product - Unknown - Unknown - No Start - Default	Vehicle will not start or go into park.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that her vehicle will not start and she is in need of a tow. Customer stated that she used her remote start and when she tried to start the vehicle it would not move. She stated that the vehicle will not stay in park and keeps shifting back to drive when she tries to put it into park.

Agent contacted Roadside and spoke with Rebecca who agreed to assist the customer. Agent transferred customer to Rebecca for further assistance.

Briefly summarize what the customer is expecting: Customer is expecting Roadside.

Reassign to TL LS1521 for survey bypass (No Diagnosis)

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG0	FC	Open Date	02/02/2016	Built Date	10/21/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	11/10/2015	Mileage	3,005	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF			WANTAGH	
Dealer Address	3614 SUNRISE HWY					
Dealer City	WANTAGH			Dealer State	NY	Dealer Zip 11793
Owner					Contact Type	LETTER
Address					Home Phone	
	FARMINGDALE NY				Country	UNITED STATES

Product - Brakes - Parking Brake Assy - Defective - Default	Customer states that brake let go and the car rolled back
Product - Unknown - Unknown - Accident - Default	Customer states vehicle rolled backwards while in park
Corporate - Property Damage - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC because they want to send CAC a picture of damage that was caused to her vehicle, that she feels FCA should pay for. Customer states that the vehicle has a defect that when in park the vehicle will roll backwards. Customer states her vehicle rolled into something and damage was caused to the body.

Briefly summarize what the customer is expecting: To have her photos reviewed and for FCA to pay for the damage.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred call back number is

Customer email address for case updates:

Would customer like to receive updates via text message? No

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? No

If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? MERRICK DODGE CHRYSLER JEEP OF 41643

*Customer will call back with appointment time.

Is the customer in a rental? No

Reassigned to 88F

***** Below Customer Contacted for Documentation Request *****

***** Customer Document Received *****

COIN Updated & CAIR reassigned to 82S

Contact

Telephone #1

Telephone #2

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: , FARMINGDALE , NY- 1

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states vehicle came out of park and rolled backward causing damage to the vehicle and injury to the Customer's knee.

(Photo's attached)

Preferred Email Address?

Date of Incident? 1/24/16

2/4/16

Review AC 18819 - Click on the File Attachment and READ IT

Please do NOT send CAIR to 82s with incomplete information

Please include ALL PROPER *** PRODUCT REASON CODING and *** TREAD CODING
for ACCIDENT/INJURY/FIRE

Reassign BACK to KS1297 for proper handling

Agent added reason codes and is reassigning to 82s.

2/4/16

INJURY

vehicle came out of park and rolled backward causing damage to the

vehicle and injury to the Customer s knee

LOCATION OF VEHICLE - INCLUDING THE ADDRESS [REDACTED], FARMINGDALE

, NY [REDACTED]

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

Reassigned to 82t for their review and handling.

2/4/16 ASSIGNED TO MJK32. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 02-04-2016 14:31

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 02-04-2016 14:31

CCRG Open Date: 02/04/2016 14:00:52

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/15/16 AT 13:17:43 [REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/15/16 AT 15:40:41 [REDACTED]

2/17/16

**

****FILE RETURNED TO SI FOR RESOLUTION**** DENIAL

NOTLEDTOBELIEVE.DRM Letter requested this date

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

POSTMARK DATE: 021716; DATE RECEIVED: 021716

NOTLEDTOBELIEVE.DRM Letter mailed this date

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG1	FC	Open Date	02/04/2016	Built Date	08/22/2015
Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	09/10/2015	Mileage	3,621	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	26999	ROCKAWAY CHRYSLER DODGE JEEP RAM				
Dealer Address	550 BURNSIDE AVE			550 BURNSIDE AVE		
Dealer City	INWOOD			Dealer State	NY	Dealer Zip 11096
Owner						Contact Type TELEPHONE
Address						Home Phone
	LONG BEACH NY					Country UNITED STATES

Product - Drivability - Unknown - Other - Default	Customer calling stating her vehicle is not fixed
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Vehicle reversed on its own while in park

Briefly summarize why the customer is contacting Chrysler: Customer calling stating her vehicle is not fixed. Customer explained her vehicle had backed up while in parked and almost hurt some one. Customer states her vehicle has been at the DLR for 6 days and the DLR is unable to duplicate the issue. Agent contacted ROCKAWAY CHRYSLER DODGE JEEP RAM and spoke with SM Victor. Victor confirmed the customer s issue with what had happened. Victor confirmed the issue has not been duplicated and were unable to fix it. Agent informed customer that since the DLR could not duplicate the issue, her case will be reviewed for additional assistance. Customer thanked agent. Agent explained this will have to be looked into more to determine what exactly is happening.

Briefly summarize what the customer is expecting: Fix her jeep. At DLR for 6 days.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates: na

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? yes

If a CDJR dealer has diagnosed within 30

days, what is the dealer name or code? ROCKAWAY CHRYSLER DODGE JEEP RAM

Is the customer in a rental? no

Reassigned to 88F

***** CASE MANAGER TEAM - District T *****

IN WARRANTY

MVP: None

Household: 1 New, 0 Used

CONTACT UPDATE - Customer was contacted today at 4:01PM MST 2/5/2016.

Customer was provided with agent s extension: 40660.

Writer contacted Customer to inquire the vehicles issue. Customer alleges that the issue occurred on 1/27/2016 when she was taking her daughter to school. Customer alleges she turned off the vehicle, locked the door, and went inside the school with her daughter, customer was informed that there was a vehicle that rolled back and was stopped by a snow bank. Customer went to investigate and discovered that it was her vehicle, vehicle has been at DLR for 10 days now and have not provided a loaner vehicle like they said they would, DLR claims that the customer could ve left the vehicle running and left in reverse however, Customer questioned SM to duplicate her action and SM could not successfully exit the vehicle

while it was running and in reverse at the same time. Writer informed that Internal Resources are in contact with the DLR to resolve the issue, will contact DLR to gather more information to provide for the customer, informed that if customer would like to go to a local rental agency, Writer can reimburse for rental up to \$45.00 a day, provided contact information and inquired email address. Customer provided her email address [REDACTED].

Status update provided via email to the following email address:

[REDACTED]
Hello, this is Connor, your case manager. This email is confirmation that your case, [REDACTED], was successfully escalated to me. My office hours are 9:00 AM 5:30 PM Eastern Standard Time. My contact information is 800-763-8422 EXT 40660.

End of Status Update

Writer contacted SA Scott to inquire about the vehicles repair. SA stated that the customers concern could not be duplicated, no codes have shown up, has been sitting at the DLR for 9 days, vehicle has not started itself and reversed, vehicle was monitored and nothing has been found relating to the customers issue, Customer made clear to the DLR that she does not want the vehicle. Writer informed that the customer will be contacted and informed to pick up her vehicle.

Writer tried to contact customer on numbers [REDACTED].

Both numbers did not go through unable to leave message.

Was the customer in a rental? No If yes, how many days?

Did the customer have a co-pay? No If yes, how much?

What is the RO #? [REDACTED]

Does the SM have the CAIR #? Yes If no, provide it.

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim? Yes

Agent contacted customer who stated the DLR has had vehicle for 2 weeks and has not had transportation for these 2 weeks, does not feel safe in vehicle, states that she was not notified that her vehicle was ready to be picked up, customer does not currently have vehicle, also stated that the DLR told her she would have a loaner vehicle when she brought her vehicle to them, and she never got a loaner or rental from the DLR. Agent advised she will contact DLR again and get things figured out as to why Agent was told that customer had picked up her vehicle.

Agent called DLR, spoke with SA Scott, who stated that customer was fully aware that the DLR could not duplicate the issue and was told she could pick up her vehicle at her leisure, Agent talked to SA about getting STAR involved and SA stated that when the DLR spoke with STAR that he was told if the issue can't be duplicated then there was nothing they could do.

Also stated that SM Victor is on the case and to contact him for any further questions.

Agent contacted customer, advised her that her CM CP1389 would be contacting someone at the DLR above the SA about the repairs to be done on the vehicle, also advised that CM CP1389 stated he would look into some type of compensation for the issues she is currently having to go through, advised customer that her CM will follow up with her on 2/11/2016 with an update on her case. Customer advised agent that she has paid her car payment but has been without her vehicle or any vehicle for 2 weeks and would like it if her CM could look into help with that.

Agent attempted to contact dealer Service Manager Victor, however, SM not available. Left message for a return call at extension 40660

The reason for the dealer contact was to provide or request the following information: To inquire of customers vehicle and what is currently going on in customers situation.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: To inquire if she has heard anything back from the DLR, waiting on a callback from the SM Victor, will follow up with customer no later than 2/12/2016 to provide information.

Writer contacted SM Victor to inquire the vehicles situation. SM stated that the vehicle has been parked in the same location for a week and a half, has not moved since, cannot duplicate the issue, no codes have been pulled, customer has not picked up the vehicle, customer has been informed. Writer inquired about the STAR case currently open. SM stated that they still have not heard back from STAR and cannot reply as the case requested in the resolution. Writer inquired if a co-pilot would be

necessary. SM stated that the DLR does not have one, and would not need it. Writer confirmed and will attempt to reach up to higher ups in order to gather more information from STAR.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: To inform that higher ups are currently being contacted in order to reach a resolution, will follow up no later than 2/17/2016.

Writer contacted SM Victor to inquire about customer's vehicle and if they heard back from STAR. SM stated that he has not heard back from STAR as of yet. Writer informed of what STAR last said. SM stated that the vehicle is still sitting in the parking lot and has not moved an inch. If STAR does not know what to do the DLR will contact the Customer and inform her that her vehicle needs to be picked up. Writer inquired of when the vehicle first arrived at the DLR. Writer was then transferred to SA Scott to inquire the date the vehicle came into the DLR. SA stated that the vehicle first came in on 1/27/2016, has been left in park since, has not moved once. Writer inquired if there is any other way or method that the DLR could use to possibly duplicate the issue. SA stated that the customer alleges that the vehicle was in park when it first happened, so they followed what she did and has not had any results so far. Status update provided via email to the following email address:

Hey [REDACTED] have you heard back from Rockaway Chrysler Dodge Jeep Ram? I have been informed that they are unable to duplicate the issue so I just wanted to see if they talked to you about it.

-Connor

End of Status Update

Begin Customer Message reviewed:

Hi Connor, No I have not heard back from them at all in the past 2 weeks.

If they can't 'duplicate' the problem, what's the next step? Also I have been without a vehicle for 3 weeks now. I spoke with the case manager that covered for you last week and she said she was going to speak with you regarding compensating me with my lease payment seeing as the dealership has had my vehicle since January 27th.

End of Reviewed Customer message

Writer contacted SM Victor to inquire if the customer has picked up her vehicle. SM stated that she has not picked up her vehicle. SM left her 2 VM's at the beginning of the week and has not heard back from the Customer. Writer advised SM to contact the Customer, provided customer's primary contact. SM stated that he will contact her in the morning.

Writer contacted Customer to inquire if she still hasn't heard back from DLR. Customer alleges that she still has not heard back from the DLR, the DLR did happen to call her after the first week informing that they were not able to get a response from STAR so they wanted to give the vehicle back to her. Customer alleges that that response was unacceptable and advised DLR to keep on looking into the issue. 2 weeks have passed and has not heard from DLR. Writer informed that the DLR has been contacted and advised SM to contact Customer to provide information. Customer confirmed, customer does not want to take legal action but will if she needs too, alleges that she would like to go to a 2nd opinion but only if the other DLR is able to provide a loaner, but cannot afford a rental vehicle. Writer informed that DLR's in her area will be looked into to see if they are able to provide a loaner vehicle. Customer confirmed.

Will follow up no later than 2/22/2016.

Writer contacted Customer to inquire of VM. Customer alleges that when he went to pick up the vehicle and the indicator light came on, however, the issue did become resolved, will try out the vehicle tomorrow to see if the repairs have resolved the issue.

#####DISREGARD LINES 169-171#####

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: To inquire if she has been able to pick up the vehicle from the DLR and inquire what they provided. Informed that there may be some DLR's near her area that could provide a loaner vehicle but would need to contact personally to inquire.

Customer left VM claiming that the DLR still has not contacted her informing her to pick up her vehicle, inquired about a reimbursement for a monthly payment she made even though the vehicle has been at the DLR for about a month, requests to receive Written verification of receiving a

rental vehicle.

Writer contacted SM Victor to inquire if the customer has picked up her vehicle. SM stated that the customer has not picked up the vehicle as of yet.

Writer contacted customer to inquire if the DLR has contacted her at all. Customer claims that she has not been contacted yet. Writer informed that research was done on the type of transmission that the customer has and that there has been similar issues before where a feature of the transmission where it does not take a whole lot of force to get the vehicle out of park while the engine is on, and that the transmission mightve been placed between the shifters and maybe moved back but it is unsure for it is an assumption, will inform DLR of information tomorrow 2/25/2016. Customer confirmed information. Writer informed that if the customer needs a rental/loaner vehicle, Writer will assist as much as possible. Will follow up with customer no later than 2/25/2016 between the times of 10:00AM - 2:00PM EST.

Agent attempted to contact dealer Service Manager Victor, however, Writer was left on hold without an answer. Unable to leave a message.

Writer contacted SR Caudia to inquire if the SM Victor is available. SR stated that the SM stepped out for a moment and advised to contact back in 15 minutes. Writer confirmed.

Writer contacted Customer to inform that the DLR is being contacted, and is waiting for SM Victor to respond which should be shortly. Customer alleges that she called the DLR not too long ago and that they said they have not touched the vehicle since the customer was last there, which was 2 weeks ago today. Writer informed that the SM will be contacted and informed of information in order to have the vehicle looked at more and have Internal Resources contacted along with trying to get the customer into a loaner vehicle but could not make any promises. Customer confirmed and has requested the DLR to provide her with a document that states the vehicle is 100% safe to drive, DLR can not fulfill that request. Writer informed that the Customer will be contacted back shortly. Customer confirmed information.

Agent attempted to contact dealer Service Manager Victor, however, SM not available. Left message for a return call at extension 40660

The reason for the dealer contact was to provide or request the following information: To provide information gathered from Tech Connect that could possibly assist the DLR in repairs of the vehicle. Requested for a call back.

Writer contacted SA Scott for SM Victor was busy at the moment. Writer informed that in Tech Connect going to the components list of the vehicle to go to the 8 speed transmission Automatic and TCM link that it provides, informed that there is a document PIDCE-00-TCM MONITORING PROCESSOR PERFORMANCE INCORRECT DRIVING DIRECTION to see if that document could help out the DLR, SA confirmed and will do further research on the document. Writer confirmed and inquired if a loaner vehicle can be provided. SA stated he needs to look at the time frame and will contact Writer back within the hour to provide information. Writer provided contact information.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information:

Writer informed that the DLR has been contacted is currently working with the SA Scott at the moment, is expecting a call back within the hour, will contact customer back once information from SA is gathered, if not heard from today, Writer will give the customer a call tomorrow morning 2/26/2016.

Writer contacted SR Michelle to inquire if the SA Scott is available. SR stated that SA is currently busy with quite a few customers at the moment and inquired if she could take a message for him. Writer confirmed and inquired if the SA has heard back from his techs regarding the Customers issue. SA stated she will let the SA know and he will contact Writer back.

Writer contacted SA Scott to inquire if he was able to do any research.

SA stated that he has done as much research as he could but he has been busy and taken away from his research, stated that the customer has requested to be informed on paper that the vehicle is safe to drive. SA stated that the vehicle is currently safe to drive, the DLR cannot put that information down on paper for it becomes a legality issue and that is why they cannot, DLR has adjusted the vehicle 3 times in order to duplicate the issue and nothing has worked, informed that the Customer

has been requesting for a loaner vehicle, however, the DLR does not have any loaners available nor are they contracted with Enterprise, stated that they do not know what to do with the vehicle, has adjusted the vehicle 3 times in order to duplicate the issue and nothing has happened, the best thing at this point is for the customer to pick up her vehicle. Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: Informed of lines 247-259, Writer has provided all the information gathered in order to assist the customer, if customer would like to try out a 2nd opinion, Writer will assist. informed that the best thing at this point in time would be to pick up the vehicle, if rental is needed it can be looked into in order to provide. Will follow up no later than 3/1/2016.

Status update provided via email to the following email address:

Hello [REDACTED], have you received the voice mail that I left you back on Friday last week 2/26/2016? I understand that the Dealership is not able to find anything wrong with the vehicle so I wanted to see if you have been able to retrieve it. I am still willing to help you out as much as possible, were you interested in going to a different Dealership for a second opinion. Have a great day today Ms. [REDACTED]

-Connor

End of Status Update

Writer contacted SR Michelle to inquire if the customers vehicle is still there at the DLR. SR stated that the vehicle is not at the DLR, the customer has picked up her vehicle.

Writer contacted Cusotmer to inquire of vehicle operations. Customer alleges that she has picked up the vehicle and that the DLR could not find the issue, however, one time she was parking the vehicle after she got her vehicle back and there was a slight rolling, Customer informed DLR but they replied with that the shifter has already been looked at, could not find the issue, Customer inquire about compensation for her monthly payments that she has made. Writer confirmed and will send her an email with Writers fax information. Customer confirmed.

Status update provided via email to the following email address:

[REDACTED]m

Hello Mrs. D [REDACTED] my fax number is 801-736-3929 Attn: CP1389. If you have any troubles or questions please feel free to give me a call at 800-763-8422 Ext 40660.

-Connor

End of Status Update

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: To inquire if the email sent to her has been received, will follow up no later than 3/17/2016 to inquire information, provided fax information.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: To inquire of fax documents that have not been received, will follow up no later than 3/21/2016 to inquire the same information, if Writer does not hear back from customer the case would begin closure.

Agent attempted to contact customer, however, customers VM box was full and could not accept any more messages, unable to leave a message.

Status update provided via email to the following email address:

Goodmorning Mrs. [REDACTED] I have attempted to contact you today, however your voice mail box was full and I was unable to leave you a message. I wanted to inform you that I have not received the documents that you were to sent in regarding the monthly payments for your vehicle. At this time I will begin closure of your case for I have not heard of any response. If you wish to inquire about reimbursement or even repair assistance you can contact the Jeep brand line at 877-426-5337 (877-IAM-JEEP). Have a nice day today and thank you for being apart of the Jeep family.

Regards,

-Connor

End of Status Update

Was the customer in a rental? No

Did the customer have a co-pay? No

What is the RO #? [REDACTED]

Does the SM have the CAIR #? [REDACTED]

Does the SM have everything needed from Customer Care to process the claim? Yes

Mileage? 3621

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

Status update provided via email to the following email address:

[REDACTED]

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or a telephone survey. We d ask that you take the time to complete the survey so we ll know how we re doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG4	FC6	Open Date	02/09/2016	Built Date	10/10/2014
Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	12/31/2015	Mileage	5,600	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	26958	MYERS CHRYSLER DODGE JEEP RAM				
Dealer Address	510 S BARRON ST					
Dealer City	EATON			Dealer State	OH	Dealer Zip 45320
Owner					Contact Type	E-MAIL
Address					Home	
	RICHMOND IN				Country	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Possible warranty concern
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	

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

2015 Grand Cherokee Shifter

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

This is my third Grand Cherokee and overall I really like it. I want to point out to you that there may be a safety concern with the shifter. Twice in 4 weeks I have intended to put the vehicle in park but ended up in reverse. I pushed the start/stop button to turn the motor off but it did not turn off because it was not in park. I actually opened the door and started to get out. With this shifter it is important to look at the lights to verify you are in the gear you want to be in. This shifter takes some touch to operate correctly. In the other cars I have owned I operated the shifter by feel and was not in the habit of verifying I was in the gear I wanted. In my other car you can stop the motor in any gear by turning the key to off. This may be safer. Also, I have accidentally bumped the minus paddle switch and put the transmission in manual. Not sure my wife could cope with this. Thanks

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

Dear

Thank you for contacting the Jeep Customer Assistance Center. We are very sorry to learn of your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention.

Regrettably, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.

If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that time.

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

Sincerely,

Alex

Customer Service Representative

Jeep Customer Assistance Center

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

No diagnosis.
Reassigned to JR1305 for survey bypass

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG9	FC	Open Date	02/08/2016	Built Date	03/31/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	05/19/2015	Mileage	10,200	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	23122	SALERNO DUANE CHRYSLER				
Dealer Address	267 BROAD ST					
Dealer City	SUMMIT			Dealer State	NJ	Dealer Zip 07901
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NEW PROVIDENCE NJ				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Vehicle not going into park.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that in Sept/2015 vehicle was parked in front of bank and vehicle rolled away and hit another vehicle.

Customer states that in Oct/2015 vehicle was brought into DLR for diagnosis and a radio hub was replaced.

Customer states that customer is still having issue with vehicle not going into park and has to use parking brake just to make sure.

Customer states that customer now has a financial issue with the accident that customer has to pay more money then anticipated.

Briefly summarize what the customer is expecting: Customer is expecting assistance in getting vehicle repaired and compensation.

Agent sympathized with customer.

Agent advised that we would need the vehicle back at the DLR for diagnosis.

Agent advised that if DLR is unable to duplicate we can escalate to CM for further assistance.

Customer agreed.

Agent offered to transfer customer over to DLR to set up appointment.

Customer agreed.

Agent warm transferred customer over to DLR.

Reassigning to TL JS1881 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG0	EC	Open Date	02/08/2016	Built Date	04/23/2014
Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	07/09/2014	Mileage	19,000	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	62737	MOTORWORLD CHRYSLER INC				
Dealer Address	150 MOTOR WORLD DR					
Dealer City	WILKES-BARRE			Dealer State	PA	Dealer Zip 18703
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SCRANTON PA				Country	UNITED STATES

Product - Brakes - Unknown - Other - Unknown

Vehicle rolling while in park

Customer is contacting Chrysler in regards to her vehicle rolling forwards while the vehicle is off and out of park. Customer states this incident has occurred 3 times once causing damage to her vehicle while she was at work. Customer states she took her vehicle into her local DLR for servicing and they are unable to duplicate her concern. Customer states she now has to engage her emergency brake when parking the vehicle just to ensure her vehicle no longer rolls. Customer states she s read in the newspaper that Jeep is acknowledging this concern and wants to know the next steps she should take. Agent advised customer we are unaware of any reports however, we do want to look into this concern further for her. Agent advised customer we will escalate her case to our case management team for further handling.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates:

Would customer like to receive updates via text message? Y

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? Y

If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 62737

Is the customer in a rental? N

Reassigned to 88F

Customer wants it documented she does work the night shift however she is available after 2pm.

***** CASE MANAGER TEAM - District N *****

Original Owner: Yes

OOW Basic: Not out of warranty

MVP None: No service contract

Ownership history: 1 New 1 Used

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SA Sandra. Writer stated that he would like to have information on when the vehicle was last at the dealership and what was looked into when it was there. Writer provided the VIN, customer s name, and case number. Writer left a callback number and extension.

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SA Chris. Writer stated that he would like to have information on when the vehicle was last at the dealership and what was looked into when it was there. Writer provided the VIN, customer s name, and case number. Writer left a callback number and extension.

Status update provided via email to the following email address:

This is JoLee contacting you on behalf of your case manager DJ, just wanted to let you know that your case has been successfully escalated to us and we are looking into your concern and waiting to hear back from the dealership on your diagnosis. If you have questions or concerns please contact him at 800-763-8422 EXT 40548.

End of Status Update

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and spoke with SA Sandra. SA stated that the vehicle is not at the dealership but was last in 11/2015. No appointment has been set up for the concern.

Writer advised that he would contact the customer and have her contact the dealership.

Writer contacted [REDACTED] and spoke with the customer. Customer stated that she has read that the concern she is experiencing with the vehicle is being looked at by Chrysler. Writer stated that the vehicle would need to be at the dealership for the engineering case to be opened to have Chrysler notified that the vehicle is having the concern as well. Customer stated that she would need a rental for her appointment on 02/18/2016 at 12:30pm. Writer stated that he would look into it and follow up by 02/12/2016.

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SM Jesse. Writer stated that he would like to discuss the appointment. Writer provided the VIN, customer's name and case number.

Writer left a callback number and extension.

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SM Jesse. Writer stated that he would like to discuss the appointment. Writer provided the VIN, customer's name and case number.

Writer left a callback number and extension.

SM Jesse contacted writer. SM stated that he is okay with putting the customer in a vehicle whether it is a loaner or a rental for her appointment on 02/18.

Status update provided via email to the following email address:

c [REDACTED]
[REDACTED]

This is DJ from Jeep Customer Care.

I just wanted to follow up with you to let you know that I spoke with the dealership about the request for a rental and they are looking into providing a loaner if available. I will follow up with you 02/17/2016 to discuss the case. You can reach me either by clicking on the link below or at 800-763-8422 EXT 40548.

Thank you for your time and patience.

End of Status Update

Writer contacted [REDACTED] and spoke with the customer. Writer stated lines 72-73. Writer advised that he would follow up by 02/18/2016 to discuss the diagnosis.

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SM Jesse. Writer stated that he would like to discuss the appointment. Writer provided the VIN, customer's name and case number.

Writer left a callback number and extension.

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SM Jesse. Writer stated that he would like to discuss the appointment. Writer provided the VIN, customer's name and case number.

Writer left a callback number and extension.

Status update provided via email to the following email address:

c [REDACTED]
Mrs [REDACTED]

This is DJ from Jeep Customer Care.

I just wanted to follow up with you to let you know I was not able to get information on the diagnosis from the dealership yet. I will follow up no later than 02/22/2016 with more information. If you have any questions or concerns; please contact me either by clicking on the link below or at 800-763-8422 EXT 40548.

Thank you for your time and patience.

End of Status Update

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SM Jesse. Writer stated that he would like to discuss the appointment. Writer provided the VIN, customer's name and case number.

Writer left a callback number and extension.

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SM Jesse. Writer stated that he would like to discuss the appointment. Writer provided the VIN, customer's name and case number.

Writer left a callback number and extension.

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SM Jesse. Writer stated that he would like to discuss the appointment. Writer provided the VIN, customer s name and case number.

Writer left a callback number and extension.

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SM Jesse. Writer stated that he would like to discuss the appointment. Writer provided the VIN, customer s name and case number.

Writer left a callback number and extension.

Status update provided via email to the following email address:

Mrs. [REDACTED]

This is DJ from Jeep Customer Care.

I just wanted to follow up with you to say that I have not been able to get an update on the vehicle as of yet since it has been dropped off at the dealership. I will follow up when I have more information. You can reach me either by clicking on the link below or at 800-763-8422 EXT 40548.

Thank you for your time and patience.

End of Status Update

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and left a message for SM Jesse. Writer stated that he would like to discuss the appointment. Writer provided the VIN, customer s name and case number.

Writer left a callback number and extension.

Writer contacted 62737 - MOTORWORLD CHRYSLER DODGE JEEP RAM and spoke with SM Jeff. SM stated that they were able to duplicate the concern but have determined that the vehicle does operate as it is designed. Customer has retrieved the vehicle on 02/19/2016.

Status update provided via email to the following email address:

Mrs. [REDACTED]

This is DJ from Jeep Customer Care.

I just wanted to follow up with you. I have been able to get information from the dealership about their diagnosis of the concerns with the vehicle and would like to discuss it with you. I will reach out to you by 03/02/2016. You can reach me either by clicking on the link below or at 800-763-8422 EXT 40548.

Thank you for your time and patience.

End of Status Update

Writer attempted S [REDACTED] to contact the customer and left a message.

Writer stated that he would like to discuss the diagnosis on the vehicle and information on lines 140-142. Writer left a callback number and extension. Writer advised that he would follow up by 03/07/2016.

Writer attempted [REDACTED] to contact the customer and left a message.

Writer stated that he would like to discuss the case and the information from the dealership on lines 140-142. Writer advised that if CAC does not hear from the customer by the end of business today the case will close.

Writer left a callback number and extension.

Customer left a message for writer. Customer stated that she would like a call back.

Writer attempted S [REDACTED] to contact the customer and left a message.

Writer stated that he would like to discuss the diagnosis performed at the dealership. Writer left a callback number and extension. Writer advised that he would attempt the other number on file but if not able to reach the customer he will follow up by 03/10/2016.

Writer contacted [REDACTED] and spoke with the customer. Customer stated that she was explained the diagnosis by the dealership but feels insulted that they printed out the parking instructions like she did not know how to park. Customer advised that she will be using the emergency brake for now and will wait for a fix for the concern. Writer advised that the concern with the dealership will be addressed internally.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG5	FC	Open Date	02/09/2016	Built Date	08/06/2014
Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	08/31/2015	Mileage	15,000	Dealer Zone	51	CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	23753	LOUISBURG GARAGE, INC				
Dealer Address	2049 LOUISBURG ROAD					
Dealer City	CUBA CITY			Dealer State	WI	Dealer Zip 53807
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DUBUQUE IA				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	issue with electronic shifter
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler wanting to speak to someone about his 2015 jeep Cherokee. Customer wants to know about the electronic shifter. Customer wants to know if anyone else is having issues with it. Customer has not taken it to a DLR, customer states it s too late and it s wrecked.

Customer states that he was at the stop sign and there was a piece a metal in the middle of the street, no one pulled over to get the metal out of the street, customer states when he put the vehicle in park, he turned around and the vehicle was going backwards and the customer broke his leg due to trying and getting into the vehicle and the vehicle hit a tree.

Briefly summarize what the customer is expecting: customer is expecting to speak to someone in regards of what happen.

Agent advised the customer that: While agent was looking into it further for the customer, the customer disconnected.

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone #1 and evening

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Abra, 3000 Iowa 38 Msctrie St., Dubuque,IA

LOCATION OF VEHICLE PHONE NUMBER (563)263-8028

What happened?: Customer states SEE Lines 1 - 11

Preferred Email Address?

Date of Incident? 01/08/2015

Re-assign to 82S

Agent contacted Abra See Lines 20 -23 and was told by Josh that they did not have the vehicle.

Agent contacted DLR 23753 and spoke with SA Mike who stated that the Insurance Company wrote the vehicle off as 'total' and sold it to a Body Shop.

Agent then contacted customer and advised him that because he went through his insurance company and no longer owns the vehicle there is nothing we can do for him.

Customer acknowledged and accepted.

File Closed - no longer owns vehicle.

Customer states that he still owns the vehicle and the insurance claim is not complete. Customer is interested in selling the vehicle to someone else. Customer feels he should be compensated and states that he spoke to another agent and discussed receiving and incentive to purchase a new vehicle.

COIN Updated & CAIR reassigned to 82S

Contact: A [REDACTED]

Telephone #1 A [REDACTED]

Telephone #2 A XXX-XXX-XXXX "

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Abra 3400 center grove dr,
Dubuque IA 52003

LOCATION OF VEHICLE PHONE NUMBER A888 440 1261"

What happened?: Customer states he was stopped at a stop sign, got out of
the vehicle while in park and the vehicle began going backwards.

Customer states that he broke his leg trying to stop the vehicle.

Preferred Email Address? [REDACTED]

Date of Incident? 01/08/2015

Vehicle Location:

ABRA Auto Body & Glass _

3400 Center Grove Dr

Dubuque, IA 52003

Phone: (563) 556-0696

Per OGC Matrix, reassigned to 82T for their review and handling.

2/12/16 ASSIGNED TO MK32. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 02-12-2016 10:33

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 02-12-2016 10:33

CCRG Open Date: 02/11/2016 10:15:22

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being
handled by another department.

Advised customer that request for contact would be noted,
and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (N):

If no, customer s current address:

Customer s current phone number (Daytime):

Customer s current phone number (Evening):

Customer s email address:

Any additional information:

CAIR assigned to 82S for contact request.

Caller contacted CAC seeking an update on case. Advised customer that
case is currently being handled by another department. Advised customer
that request for contact would be noted ,and that case would be forwarded
to 82S for review. Writer verified customer contact information.

Does customer s address match COIN (y):

Customer s current phone number (Daytime [REDACTED])

Customer s current phone number (Evening):

Customer s email address [REDACTED]

Any additional information: the customer has not got a call on this cases
for 9 days now

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

Per OGC Matrix, reassigned to 82T.

2/22/16 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer called requesting a call from case manager.

Customer contact information [REDACTED]

Agent advised customer that we will document request for CM to call back

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

-

Customer states that they received a letter and would like to discuss it
with someone as they have not been contacted yet.

Agent advised customer that the case is currently open and being managed
by a different department.

Agent advised customer that they would put in a call back request for
them asking that they are called as soon as possible.

-

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being
handled by another department.

Advised customer that request for contact would be noted,
and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): yes

If no, customer s current address:

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening): [REDACTED]

Customer s email address: [REDACTED]

Any additional information:

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82T.

2/26/16 UPDATED CCRG FILE & CASE MANAGER. PAG

Briefly summarize why the customer is contacting Chrysler: Customer is still waiting for a case manager to call him back regarding this legal case.

Briefly summarize what the customer is expecting: Customer awaits a call back.

Agent told customer that his case would be sent back to our special investigations unit and that he would received a callback in 1 to 2 business days.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): Y

If no, customer s current address:

Customer s anytime number is: [REDACTED]

Customer s email address: [REDACTED]

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82T.

3/7/16 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJEBG1	EC	Open Date	02/09/2016	Built Date	06/15/2014
Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
In Service Dt	07/04/2014	Mileage	22,000	Dealer Zone	71	LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45511	CALIFORNIA SUPERSTORES VALENCIA				
Dealer Address	23820 CREEKSIDE RD					
Dealer City	VALENCIA			Dealer State	CA	Dealer Zip 91355
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DOWNEY CA				Country	UNITED STATES

Corporate - Newspaper Article/TV Story - Default - Default - Default

Customer saw NHTSA investigation on the news

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he saw on the news that NHTSA is investigating 800 jeeps in regards to the vehicle rolling away while in park. Customer wants his vehicle added to the investigation as it rolled away while in park about 2 days after he bought it.

Briefly summarize what the customer is expecting: Investigation information.

Agent advised customer that we can definitely document their concern and it will be reviewed internally.

Customer asked if they will receive a callback.

Agent advised customer that when cases are reviewed internally there is no follow up.

Call ended.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG2	EC	Open Date	02/10/2016	Built Date	04/28/2013
Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	06/14/2013	Mileage	19,000	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE				
Dealer Address	2300 NORTHERN BLVD					
Dealer City	GREENVALE			Dealer State	NY	Dealer Zip 11548
Owner						Contact Type TELEPHONE
Address						Home Phone
						UNITED STATES

Product - Frame - Bumper System - Other - Rear	Bumper Damage
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Bumper Damage
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

COIN Updated & CAIR reassigned to 82S

Contact: A

Telephone #1 A

Telephone #2 A

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: 2 Fairfield lane East hills
NY

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer stated that her vehicle was in office parking lot of , Customer stated that vehicle rolled out into busy street into coming traffic. customer stated that nobody was killed or hurt and that the other involving vehicle had minor damage. customer stated that due to vehicle rolling on its on into the traffic she feels that Chrysler should pay for vehicle to be repaired. customers bumper and headlight are damaged on vehicle. Customer also stated that she has a police report on all events and statements. Agent reassured customer would escalate case to case management for further review. Customer understood and thanked agent for help.

Date of Incident? January 21, 2016

2/12/16

Review AC 18819 - Click on the File Attachment and READ IT

Please do NOT send CAIR to 82s with incomplete information

We will need to know the COMPLETE name, address, and phone number where the vehicle is located, in order to possibly inspect it.

If the Insurance Company has possession of the vehicle, the OWNER will need to call them for this information. Please respond with the requested information

Please include ALL PROPER *** PRODUCT REASON CODING and *** TREAD CODING for ACCIDENT/INJURY/FIRE

Reassign BACK to AR1914 for proper handling

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer is seeking assistance with vehicle damage. Customer states that she feels Chrysler should pay for repairs not her insurance company.

Briefly summarize what the customer is expecting:

assistance with vehicle damage. Due to vehicle being a non-self inflicted accident.

****End structured narrative T2 - Beginning Narrative

The vehicle is currently located at customers home at lines 5-6.

VEHICLE IS LOCATED AT:

PLAINVIEW NY [REDACTED]

Per OGC Matrix, reassigned to 82T.

Briefly summarize why the customer is contacting Chrysler: Customer called wanting a update on her case. Writer advised the customer that her case has been escalated and she will get a call back within two business days.

Briefly summarize what the customer is expecting: Customer wants to get her vehicle issue resolved.

2/16/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 02-16-2016 11:12

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 02-16-2016 11:13

CCRG Open Date: 02/16/2016 08:15:12

customer wanted t speak to someone about the case

customer said she needs to speak to some one and she does

not want have to go to the media

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/27/16 AT 18:12:40 [REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

3/2/16

***** FILE RETURNED TO SI FOR RESOLUTION *** SETTLEMENT/GOODWILL

I called the owner and reviewed above damages. Owner claims a private body shop estimated repairs to be \$1600. (?)

I advised her to return to East Hills , Dealer Code: 32-65674 and have them/sub-let body shop prepare estimate and email to me directly.

Provided contact info and CAIR number. Will consider providing loaner as well.

3/29/16

No response from owner yet.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCT0	FC	Open Date	02/11/2016	Built Date	09/19/2014
Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	02/20/2015	Mileage	16,250	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF			WANTAGH	
Dealer Address	3614 SUNRISE HWY					
Dealer City	WANTAGH			Dealer State	NY	Dealer Zip 11793
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FREEPORT NY				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default Vehicle rolled out of driveway while in park.

Briefly summarize why the customer is contacting Chrysler: Customer states that while parking the vehicle and going inside the vehicle rolled out of driveway into the street.
 Customer states that husband pulled vehicle back up driveway and the vehicle kept rolling back after being in park.
 Customer states that vehicle was brought to DLR and DLR did an update.
 Customer states that customer is afraid that this will happen again.
 Briefly summarize what the customer is expecting: Customer is expecting complaint to be documented.
 Agent sympathized with customer.
 Agent called DLR.
 SA Megan states that customer transmission needed a shift point update and that was the only repair needed.
 Agent advised customer as to what DLR states.
 Agent advised that complaint would be documented.
 Customer is afraid and scared and wants assistance.
 Agent advised that case is being escalated to CM for further assistance.
 Customer agreed, thanked agent and ended call.
 Customer advised that they will be contacted within one (1) business day, by COB their time
 Preferred morning/midday call back number is
 Preferred afternoon/evening call back number is
 Customer email address for case updates:
 Would customer like to receive updates via text message? No
 Mobile number:
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Yes
 If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 41643
 If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled?
 Date:
 Time:
 Confirmed appointment at "dealer code" with "name"
 Is the customer in a rental? No
 Who authorized?
 From what date?
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District T *****
 OOW: In Warranty
 MVP: LIFETIME UNLIMITED MILEAGE MAXIMUM CARE LVM100N
 Household:2 New,0 Used
 CONTACT UPDATE - Customer was contacted today at 11:28amMST

Customer was provided with agent's extension:40750

Writer contacted customer at [REDACTED] customer is a paraplegic, customer is worried that it will happen again, can customer have a new Jeep, customer's domestic partner gets wheelchair out of the back of the Jeep. Customer is majorly concerned. Writer contacted customer at [REDACTED] customer is a paraplegic, customer is worried that it will happen again, can customer have a new Jeep, customer's domestic partner gets wheelchair out of the back of the Jeep. Customer is majorly concerned, Writer will research how writer can help, call dealership and gain information, and will follow up with customer on 2-16-16
Writer contacted MERRICK DODGE CHRYSLER JEEP OF at 516-868-4400 s/w SA Megan who scheduled an appointment for the customer on Tuesday, February 23rd between 7:30am and 9am

Writer contacted customer at [REDACTED]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40750

The reason for the customer contact was to provide or request the following information: informed customer of appointment, left writer's phone number and the dealership's number for customer to call if she cannot make the appointment will follow up on 2-24-16

Writer asked if there were any special rules regarding handicapped that we could help with, and no the same guidelines go for all vehicles.

Writer will follow up on 2-16-16

Writer contacted MERRICK DODGE CHRYSLER JEEP OF at 516-868-4400 s/w SM Mike, did an oil change and checked out the Jeep. There are no signs of it rolling on its own, there were no codes found during the previous R.O. either.

Was the customer in a rental? If yes, how many days?

Did the customer have a co-pay? If yes, how much?

What is the RO #: [REDACTED] mileage 16250

Does the SM have the CAIR #? If no, provide it.

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim?

Writer contacted customer at [REDACTED] and s/w Diane
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer. Customer is satisfied with the Service Manager's diagnosis, okay to close the case, writer gave customer the Jeep Brand Line Number.

Briefly summarize why the customer is contacting Chrysler: Customer contacted CAC because they saw a news report about the vehicle rolling backwards on tv. Customer wanted to know why this isn't a recall. Customer is not experiencing any rolling back issues with the vehicle at this time.

Briefly summarize what the customer is expecting: Customer is expecting this issue to become a recall.

Agent advised customer that this is not currently a recall on her vehicle but if it becomes a recall in the future that FCA will contact her via mail notification.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG7	EC	Open Date	02/12/2016	Built Date	06/03/2014
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	06/16/2014	Mileage	25,000	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	66262	SUBURBAN CHRYSLER JEEP DODGE				
Dealer Address	24315 HAGGERTY					
Dealer City	NOVI			Dealer State	MI	Dealer Zip 48375
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NORTHVILLE MI				Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Unknown - Other - Unknown

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Customer inquiry on vehicle recalls

Customer stated about two weeks ago she pulled into her driveway looked down to change her eyeglasses and ran into her garage customer says she thought she put the car in park but a week after that her son pulled into the driveway and upon helping someone else outside of the car the vehicle started rolling backwards and her son had to run and jump back into the vehicle to stop it

Customer seeking information

Agent informed customer of no recalls or extended warranties on the vehicle apologized for all of her trouble and advised she seek a DLR for diagnosis

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG9	FC	Open Date	02/15/2016	Built Date	03/31/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	05/19/2015	Mileage	10,809	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	23122	SALERNO DUANE CHRYSLER				
Dealer Address	267 BROAD ST					
Dealer City	SUMMIT			Dealer State	NJ	Dealer Zip 07901
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NEW PROVIDENCE NJ				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Vehicle rolled back into another vehicle.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Electrical - uConnect Cellular System - Navigation - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	

CQI Survey Record Received - DATE : 02/15/2016

Survey Number :

Quality Survey ID Number: 3

Survey Date : 02/12/2016

VIN Last 8 : FC

CQI Comments : \1. Shifter issue 2. Transmission issue 3. NAV is

Did Customer ask for call back? Yes - Automatically populated by customer

Did Customer specify Email or Phone: Yes

Customer s Preferred Method of Contact: phone

Preferred call back number is:

Mileage Updated? Yes - Automatically populated by customer

Dealer code: 23122

Reason Codes Added? Yes

Summarize Customer concern:

- improper shifting

- navigation

Is the Concern for Radio only? No

Is the Concern regarding a Fiat? No

Reassigned to: 861

Dealership Contact: SALERNO DUANE, INC

Dealer Phone : 908-277-6700

Writer spoke with SA Buster.

SA stated customer was at the DLR 10/26/2015 as he was having concerns getting the vehicle into park.

SA stated that they completed 3 updates to the vehicle.

Transmission Control Module

Powertrain Control Module

RRT Flash update for the Radio.

Writer thanked SA for assistance.

Customer Contact:

Customer informed writer of one day a week prior to when he was at the DLR 10/26/2015, before work he stopped at the bank atm, put his vehicle in park, so he thought, went into the bank and his vehicle rolled backward and hit the vehicle behind him. Customer stated he feels that the vehicle slipped out of park.

Customer stated that aside from that, the shifter does not always go all the way up into park and will stick in Neutral even when he thinks the

vehicle is in park. Customer stated this is why he now makes sure he uses his emergency brake.

Customer stated when he was at the DLR in October, he did not mention the transmission concerns he was having.

Customer stated that the transmission does not feel it goes into gear at the appropriate times.

Customer stated that the updates that were performed have not fixed any of the concerns he has been experiencing other than the Radio. Customer stated that the radio seems to be working better however he has not used it enough to be 100% certain.

Customer informed writer that he has an appointment to bring the vehicle to DLR 23122 SALERNO DUANE, INC for further diagnosis 02/22/15. Customer stated he will be calling once the vehicle is dropped off.

Writer stated that once he does drop the vehicle off, reference the case number that was provided to him in the previous case when he contacted 02/08/2016 [REDACTED], as his case can be reviewed further and sent to our Case management department for further assistance.

Customer understood, thanked writer for following up and needed no further assistance at this time.

Customer called in stating his vehicle is at the dealership. Agent informed customer note will be documented and we will wait to hear the diagnosis.

Customer called in expecting some type of resolution to this issue.

Customer would like their case escalated and would like to speak to someone in regards to this issue.

Customer stated shifter not working properly since day one as far as customer is concerned.

Customer also stated shifter is a bad design and doesn't give the driver any feedback as far as what gear they are in.

As a result, the customer states their insurance has went up 70% percent since their vehicle rolled into another vehicle and also has damages that has yet to be paid for.

Agent tried to locate CM number and extension but was unsuccessful.

Agent sought assistance from BC638.

Reassigned to 88F

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Continuous Quality Insight

Outbound Recall Follow Up

* * * * * CASE MANAGER TEAM - District T * * * * *

In Warranty

MVP: None

Loyalty: 1 New vehicle

Writer contacted the DLR and spoke to the Service Advisor who stated that the customer picked up his vehicle on 2/23/2016. Customer stated the vehicle rolls away when he puts the vehicle in park. SA stated the vehicle doesn't have a traditional shifter and you have to be conscious of putting in gear. SA stated they were not able to duplicate the customer's concerns. Outgoing mileage is 10809 and the RO [REDACTED]

CONTACT UPDATE - Customer was contacted today at 2:52 PM

Customer was provided with agent's extension: 40781.

Customer noticed that it was an electronic shifter. Customer stated he was unsure of it. When customer is in drive and when he tries to park the vehicle if it's not done right it will stay in neutral. Customer thought he put the vehicle in park and it was in neutral and rolled into someone's bumper that did damage. Customer stated it was not issue about it coming out of gear but it's a design flaw. Customer stated the technician tried to duplicate the concern and was unable too. Customer stated the transmission doesn't shift properly and the navigation system is not working appropriately. Expectations: safety concern. Financial liability \$999. for the bumper to get repaired and increase in customer's insurance. Writer advised that we can't assist with the repairs of the bumper but we can see what other compensation we can offer after we've done some research. Customer will be contacted no later than 3/2/2016. Call DLR to find out if they were able to find any concern with navigation component 3/2/2016.

Follow up with customer following.

Writer called customer who stated he doesn't believe that he actually put the vehicle in park due to the fact that the vehicle shifting component is designed poorly which makes shifting harder; he didn't think anything of it when the DLR stated they weren't able to duplicate concern, until

recently he saw incidents on the news stating chrysler vehicles rolling back and causing accidents; stated he has been in touch with the BBB to further look into his case. Customer is expecting us to resolve his insurance concerns, as well as pay for the damages done to his vehicle. Writer advised would research and get customer to the correct department.
3/3/16

Review AC 18819 - Click on the File Attachment and Read It

Please do NOT send CAIR to 82s with incomplete information

We will need to know the COMPLETE name, address, and phone number where the vehicle is located, in order to possibly inspect it.

Please include ALL PROPER PRODUCT REASON CODING and TREAD CODING for ACCIDENT/INJURY/FIRE

Reassign BACK to SM2494 for proper handling

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40781. The reason for the customer contact was to provide or request the following information:

Make sure all current information is the same as on case so can send to correct department to assist him with this claim.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 N/A

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Vehicle is still in possession of the Customer.

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states he believed he was in park and rolled forward into another vehicle; stated either the vehicle was in park and came out of park, or he didn't fully put it in park - due to what the customer states as reproccussion of a design flaw in shifter. Damaged customers front bumper as well as the vehicle that was rolled into, back end. Customer stated about \$2,100.00 in damages and his insurance price is going up due to this.

Preferred Email Address? [REDACTED]

Date of Incident? September 2015

3/16/16

he was in park and rolled forward into another vehicle

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

[REDACTED]
NEW PROVIDENCE, NJ

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

Reassigned to 82t for their review and handling.

3/16/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-16-2016 08:23

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-16-2016 08:23

CCRG Open Date: 03/16/2016 08:08:41

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG7	FC	Open Date	02/16/2016	Built Date	01/29/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	02/23/2015	Mileage	11,500	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE				
Dealer Address	3156 HEMPSTEAD TPKE					
Dealer City	LEVITTOWN			Dealer State	NY	Dealer Zip 11756
Owner						Contact Type TELEPHONE
Address						Home Phone
	MASSAPEQUA NY					Country UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default Unresolved shifting issues

Briefly summarize why the customer is contacting Chrysler: Customer has unresolved gear shifting issue.

Briefly summarize what the customer is expecting: Customer seeking options for repair.

Customer has had a repeat of issue referenced in CAIR # . Vehicle does not stay in proper gear and needs to be slammed to stay in park. Vehicle has recently rolled across a parking lot, and is very difficult to place in gear. Customer is worried about their vehicle safety. Customer was provided a loaner originally, appeared to be a DLR work cargo vehicle and was smoky and dirty, with no rear seats. Customer complained and was provided a proper loaner.

Agent contacted DLR 68596 Town & Country, spoke with SA Jason, who has been dealing with customer vehicle. SA has run numerous tests on vehicle, cannot find a mechanical issue. Vehicle checks out by all tests. SA and tech have driven vehicle; restated as in previous CAIR, vehicle shifting is operating as designed; stated the feel of these electronic transmissions is much different from older style transmissions. SA agreed there may be an issue with the vehicle and has been mentioned by the NTSB, but this issue is likely at the design level. SA stated they could run a few more checks to ensure issue is not repair-related.

Agent advised customer that DLR is doing all they can to diagnose vehicle, and that the issue with the shifter may be at the design level. Agent advised that addressing this at a larger level such as redesign, could take some time. Customer agreed to wait on DLR diagnosis before pursuing other options regarding the vehicle.

customer is contacting Chrysler stating that she took the vehicle again to the dlr to get the repair for the stick shifting and its still the same problem. Customer states when she picked up the vehicle, the DLR checked it and when the customer drove the vehicle, the shifter started sticking again.

Agent contacted DLR 68596 and spoke with Jason in service and advised the agent that they looked into updates for the transmission, drivability and even drove the vehicle himself and couldn't find anything wrong with it. Jason states its way the shifter operates and she doesn't like it.

Agent advised to the customer that the DLR is stating that it is operating as designed, agent advised that if she feels like there is something wrong with the shifting that she can go to another DLR for a

second opinion.

Customer called regarding previous case. Customer states previous agent advised her to go to different DLR for second opinion but that DLR isn't willing to offer a loaner because vehicle wasn't purchased there.

Customer is seeking transportation to get home while vehicle is being diagnosed

Agent advised customer there is no rental coverage and suggested looking into shuttle options at DLR

Customer requested supervisor

Agent transferred to BC638 at ext 7205028

Supervisor BC638 live contact

Customer requested supervisor // when writer answered the phone customer states they had a customer in front of them and needed to call back

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG2	FC	Open Date	02/16/2016	Built Date	11/26/2014
Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	12/13/2014	Mileage	20,000	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	63975	MILOSCH DODGE, INC				
Dealer Address	677 SOUTH LAPEER ROAD					
Dealer City	LAKE ORION			Dealer State	MI	Dealer Zip 48362
Owner					Contact Type	LETTER
Address					Home Phone	
	AUBURN HILLS MI				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Vehicle rolled down hill and hit tree.
Product - Unknown - Unknown - Accident - Default	

Incident #:

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

Melissa: Hello

: Shoot I exited I was working with bonnie

Melissa: I certainly do apologize about that! While I am unable to transfer the chat to her, I can review it and try to assist you.

: Ok sorry

Melissa: That s quite alright!

Melissa: I show that you advised your vehicle was in an accident? I certainly regret to hear of that!

Melissa: May I please have the last 8 characters of your VIN to look into this for you?

: Fc

Melissa: Thank you! Can you please verify the address on file as well as approximate mileage?

: 20k

: Oxford mi

Melissa: Thank you for providing that information!

Melissa: Do you mind holding while I review the previous notes?

: Ok thanks

Melissa: Thank you. One moment please.

: Is there someone to call regarding this issue? Or you able to assist?

Melissa: Thank you for holding Matt. According to the previous notes you did indicate that the vehicle slipped into gear and drove down a hill. I certainly regret to hear of that. I would like to create a case for you and escalate this to our Special Investigations department for further assistance. They will contact you as soon as they conduct research.

Melissa: I would like to gather some information from you if possible.

: Ok thanks

Melissa: Can I please have your primary and secondary phone number, location of the vehicle (including physical address), Phone number of where vehicle is located.

: Oxford mi

Melissa: Thank you. I will escalate this case off for you to our Special Investigations department and they will look into this for you.

: Ok thanks

Melissa: You are most welcome, your case number is

Melissa: Do you have any other questions?

: will they bet be giving me a call?

Melissa: They will either contact you by phone, mail or email.

What is the timeframe on this?

Melissa: I would allow 2-3 business days.

Matt Dion disconnected (Concluded by End-user).

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone #1:

Telephone #2:

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: , Oxford, MI

LOCATION OF VEHICLE PHONE NUMBER:

What happened?: Customer states that he had this vehicle parked and the vehicle slipped into gear without him knowing, causing the vehicle to drive down a hill and hit a tree. Customer would like further information related to this incident.

Preferred Email Address?

Date of Incident? 02/03/16

Reassigned to 82S.

2/22/16

vehicle slipped into gear without him knowing, causing the vehicle to drive down a hill and hit a tree.

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: , Oxford, MI

LOCATION OF VEHICLE PHONE NUMBER:

Reassigned to 82t for their review and handling.

R40 RADIO SECURITY VULNERABILITY SAFETY 07/24/2015 INCOMPLETE

2/23/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 02-23-2016 09:26

CAIR NUMBER E-MAIL SENT TO EAA 02-23-2016 09:27

CCRG Open Date: 02/22/2016 14:34:15

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/01/16 AT 06:40:54

3/2/16

***** FILE RETURNED TO SI FOR RESOLUTION ***** DENIAL *****

NOTLEDTOBELIEVE.DRM Letter requested this date

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

POSTMARK DATE: 030316; DATE RECEIVED: 030316

NOTLEDTOBELIEVE.DRM Letter mailed this date

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG7	FC	Open Date	02/18/2016	Built Date	06/21/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	08/11/2015	Mileage	5,000	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	26796	BOB POYNTER CHRYSLER DODGE JEEP,				
Dealer Address	3020 N NATIONAL RD					
Dealer City	COLUMBUS			Dealer State	IN	Dealer Zip 47201
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	COLUMBUS IN				Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	Customer states vehicle rolled out of park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his wife was parked and her vehicle had rolled out and hit the car behind her.

Briefly summarize what the customer is expecting: Customer is expecting to get information on why this may have occurred.

Agent advised customer to take vehicle to DLR to determine why this may have occurred.

Survey bypass no diagnosis

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJEBG3	FC	Open Date	02/19/2016	Built Date	05/14/2015
Model Year	2015	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
In Service Dt	05/15/2015	Mileage	18,241	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Dealer	44721	BENNETT CHRY-PLYM-DODGE-JEEP LLC				
Dealer Address	1580 E KING AVE HWY 40 E					
Dealer City	KINGSLAND			Dealer State	GA	Dealer Zip 31548
Owner					Contact Type	TELEPHONE
Address					Home Phone	
SAINT MARYS GA					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	shifter wont come out of Park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer is contacting Chrysler because her vehicle is in the shop with a part on backorder. Customer stated that she has been having issues since December of the vehicle acting up on her.
 Customer stated that she needs a rental/loaner.
 Briefly summarize what the customer is expecting:
 Customer is expecting to have a loaner/rental vehicle.
 Agent contact DLR 44721 and spoke with SA Jeremy who stated that her vehicle is in their shop with a backordered part. SA Jeremy has left a message with SM Doug Roberts to determine authorization for rental through Enterprise and should call back shortly.
 Agent advised customer that SM Doug should be calling Chrysler as to whether they will furnish her with a rental/loaner. Agent advised customer to contact us back in two hours to see if her DLR 44721 has made contact in that regard. If no action, the DLR 44721 will be called and further action will ensue.
 Customer accepted and acknowledged.
 Customer contacting Chrysler stating that she hasn't heard anything from the dealership at all. Customer is seeking update information. Customer needs a vehicle for work tomorrow morning. Agent wanted to contact DLR for customer, customer declined due to the fact that she will be there within 1 minutes.
 ****NEXT AGENT***
 When customer contacts CAC again, please contact DLR to see what kind of backorder part. Seek update on the rental/loaner for customer.
 Please seek update on customer's situation.
 Please seek update on customer's situation.
 Writer contacted (Dealer name and code) BENNETT CHRY-PLYM-DODGE-JEEP LLC 44721 and spoke with (SM or SA Name) SM Doug Roberts.
 (SM or SA name) PA Jody stated part information for order is as follows:
 Part #: 1yy69dx9ab
 Part Description: gear knob
 Order #: c47596
 ETA: 03/17/2016
 Is customer in rental? yes
 If yes, who authorized rental? SM Doug Roberts
 Is the vehicle off road? yes
 Order type: "Choose One" (Daily/Special Handling/VOR) vor
 Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 1-2 days.
 If an update is received sooner, customer will be contacted sooner.
 Assigned case to "Choose one" (96W (Parts Only)) or (88F) for handling.
 Reassign to 96W
 ***** Following Corporate Resource has been contacted *****
 PARTS EXPEDITING for

Part#1YY69DX9AB,Order#SC4759,OMC#93871890

on 2016-03-04 @ 11:10

*****96W TRIAGE TEAM*****

***** Following Corporate Resource has been contacted *****

PARTS EXPEDIATED ON: 3/4/2016

PART NUMBER: 1YY69DX9AB

PART DESCRIPTION: GEAR SHIFT KNOB

ORDER NUMBER: SC4759

NUMBER OF DEALERS WITH PART: 54

CUSTOMER IN RENTAL (Y OR N): Y

WHO AUTHORIZED RENTAL: SM DOUG

ASSIGN TO: CS1287

*****END OF TRIAGE*****

cm spoke to Doug the Service Manager. The vehicle was purchase from Bennett Chrysler. The service department provides the ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES when a customer purchases a vehicle. The CM authorized rental from 03/04/16 until 03/11/16. CM will re visit the rental with Doug on the 11th.

cm left the customer a message at [REDACTED]. My name is Chris and I am the PCM. The eta for the part on order is the week of 03/15/16 and this could change. I will continue to monitor the part and contact you when there is more information. If you have any questions please let me know. I can be reached at 1-855-525-5085 ext.4720269. The rental has been approved until the 11th.

***** START OF SUPPORT ESCALATION by T8785YC*****

**** Update from Expediting Team for ****

Part#1YY69DX9AB,Order#SC4759,OMC#93871890

Order has been upgraded to VOR and is scheduled to fill with material in transit to Mopar. working to improve current ETA of week 3/14. Pending response from SUPPLYING DEALER: 23171000

***** END OF SUPPORT ESCALATION ***** by T8785YC

***** START OF SUPPORT ESCALATION by T8785YC*****

**** Update from Expediting Team for ****

Part#1YY69DX9AB,Order#SC4759,OMC#93871890

Per Margie at SUPPLYING DEALER: 26793000 will accepted D2D ASAP; Tracking information will be provided when it becomes available.

***** END OF SUPPORT ESCALATION ***** by T8785YC

1Z7918530190 [REDACTED]

Delivered On:

Wednesday, 03/09/2016 at 11:33 A.M.

Left At:

Receiver

Signed By:

HARE

cm spoke to Jodie (mr) in parts. The part arrived and repair is complete.

cm left the customer a message at [REDACTED]. My name is Chris and I am the PCM. I called Bennett Chrysler. I spoke to Josh in parts. The part arrived and the repair is complete. If you have any questions please let me know. I can be reached at 1-855-525-5085 ext.4720269.

***** START OF SUPPORT ESCALATION by T8785YC*****

**** Update from Expediting Team for ****

Part#1YY69DX9AB,Order#SC4759,OMC#93871890

Delivered On: Wednesday, 03/09/2016 at 11:33 A.M. Delivered

On [REDACTED]

***** END OF SUPPORT ESCALATION ***** by T8785YC

OMC# 93871890Order# SC4759 FOR PN: 1YY69DX9AB IS RESOLVED

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJECG2	EC	Open Date	02/22/2016	Built Date	04/17/2014
Model Year	2014	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY		
In Service Dt	06/06/2014	Mileage	32,000	Dealer Zone		
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	FORT MILL SC				Country	UNITED STATES

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

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default

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

Transmission issue with Jeep shifting into gear on its own

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

****Customer Email****

My Jeep Grand Cherokee Overland 2014 shifted in to gear while I was not in the vehicle. I back into my garage therefore the front of my car was facing out. The garage is level and my car was parked about 2-3 back from the edge of the garage and fully inside the bay. I heard a weird noise and ran into the garage to see what it was. saw my car rolling down my yard into my neighbors yard. It hit their mailbox and yard before coming to a stop. Once I catch up with my car I opened the door and had to shift it into park because it was engaged in a gear. This issue has need come up in a recall notice and I have seen multiple other claims for the exact same thing with other people who own a Jeep. Jeep should be liability for correcting this issue and figuring out why it is happening and make it right with the owners where damage or injury occurred. Thankfully I only had minor scratches but have to get my car fixed which will cost me and my insurance over \$4k in damages. I have owned only Jeeps for close to 10 years and this makes me question my loyalty as a jeep owner.

****End of Customer Email****

Dear ,

Thank you for contacting the FCA Customer Assistance Center.

We regret to learn of the concerns you ve experienced with the vehicle shifting.

There is not enough information provided in your E-mail for us to appropriately address your concerns.

Could you please advise us if the vehicle has been to a FCA dealership for a diagnosis.

Please respond using your preferred method provided below to address your email further with us.

I will be more than happy to further assist you with your E-mail once additional information is provided.

Thank you again for your email. Should you require additional assistance, or have any new information to provide. please reply to this email message or call 1-800-FCA (1-800-247-9753).

Sincerely,

Dillon

Customer Service Representative

FCA Customer Assistance Center

****End of CAC Email****

Reassigned to DP596 for survey by-pass

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG1	EC	Open Date	02/22/2016	Built Date	03/27/2014
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	05/28/2014	Mileage	12,791	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE				
Dealer Address	2300 NORTHERN BLVD					
Dealer City	GREENVALE			Dealer State	NY	Dealer Zip 11548
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PELHAM NY 1				Country	UNITED STATES

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

Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default

CQI Survey Record Received - DATE : 02/22/2016

Survey Number :

Quality Survey ID Number:

Survey Date : 02/21/2016

VIN Last 8 : EC

CQI Comments : I think the shifter is dangerous because often it doesn't go into park when you think you've pushed it there. It winds up in reverse and you think you are safe to get out only to realize the car is still moving. I've had that happen many many times and I always have to double check to make sure it's in park. Scary situation.

Customer has not indicated concerns requiring further escalation at this time.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJECG5	FC	Open Date	02/26/2016	Built Date	05/10/2015
Model Year	2015	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY		
In Service Dt	06/05/2015	Mileage	5,310	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	24028	AUTOPARK CHRYSLER JEEP				
Dealer Address	400 AUTO PARK BLVD					
Dealer City	CARY	Dealer State	NC	Dealer Zip	27511	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RALEIGH NC				Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Transmission / Transaxle - Unknown - Slips - Default	

CQI Survey Record Received - DATE : 02/26/2016

Survey Number : 7941131

Quality Survey ID Number

Survey Date : 02/25/2016

VIN Last 8 : FC

CQI Comments : \Parked vehicle roll away

Did Customer ask for call back: yes

Did Customer specify Email or Phone: phone

Customer s Preferred Method of Contact: phone

Preferred call back number is: na

Preferred Email address:

Mileage Updated: 3,000-4,999.

Dealer code: 24028

Reason Codes Added: yes

Summarize Customer concern:

Slips/will not engage gear properly/shifts erratically

Reassigned to: 861

DEALER CONTACT: 24028-AUTOPARK CHRYSLER JEEP @ 919-481-2880

SA states the vehicle has not been in service recently for the issues stated above.

CUSTOMER CONTACT: NICHOLAS PRICE @

Status update provided via email to the following email address:

Hello

My name is Mike, and I am following up on a survey that you recently completed regarding your 2015 JEEP GRAND CHEROKEE OVERLAND 4X2. I have contacted the service department of AUTOPARK CHRYSLER JEEP @ 919-481-2880, who states the vehicle has not been recently diagnosed for the issues you mentioned. The service department is unaware you are currently experiencing issues.

We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Given the many variables involved, we are unable to diagnose your vehicle s problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Once you have been to a dealer to have your vehicle concerns diagnosed,

if you require further assistance from Jeep, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Jeep Customer Assistance at 1.877.426.5337.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,

Mike

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJEAG4	EC	Open Date	03/02/2016	Built Date	04/25/2013
Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
In Service Dt	07/01/2013	Mileage	45,000	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	67736	SUNBELT CHRYSLER-PLYMOUTH-DODGE			INCORPORATED	
Dealer Address	6703 WEST HIGHWAY 90					
Dealer City	LAKE CITY			Dealer State	FL	Dealer Zip 32055
Owner					Contact Type	CHAT
Address					Home Phone	
	FORT WHITE FL				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Does not stay in gear when parked.
---	------------------------------------

Chat ID

Hi, my name is Randolph with Jeep Customer Care, How may I help you today?

Randolph: Hello

Randolph: How may I assist you today,

Randolph: How may I assist you today,

I have a 2014 grand Cherokee and have almost gotten out of it several times with it still inn gear. The shifter will fool you into believing its where it should be but it s not. What is jeep doing about this problem? I would just like a coupon or voucher for a couple of thousand and I ll go get a 2016 grand Cherokee that they have already fixed this problems on. Any help out there for folks that don t feel comfortable/safe in their jeeps?

Randolph: I apologize for the inconvenience this has caused you James that you are having this issue with your vehicle, that is very frustrating. I will definitely do my best to help you.

Randolph: May I please have the last 8 of the VIN?

I m not sitting near it right now.

Randolph: What is the home phone number please?

Randolph: Thank you.

Randolph: Is there another number that you may have used as this did not bring any information up for me?

Randolph: I apologize but that number worked for me either.

Randolph: Did you purchase the vehicle new or used?

I purchased it in 2014 as a 2014 with 12,000 miles on it from a dealer.

Randolph: Whose name is the vehicle in and what is the state and zip code please?

Florida,

Randolph: What is your street address please?

Fort white fl

Randolph: What phone number do you want on the file?

Randolph: How many miles are on the vehicle?

45,000

Randolph: Have you taken the vehicle to the dealership for a diagnosis to see what is causing this as I do not show any recalls or extended warranty on the vehicle for this issue.

Randolph: This is your case number that I have all of this documented on for you.

It s the shifter causing it. I like the Jeep but not the

shifter. If Jeep won't resolve my complaint to my satisfaction so I can get a safer 2016 model. I'll be at a Chevy dealership in the near future. Does Jeep care????

Randolph: I do apologize but I am not able to diagnose the vehicle from here which is why I rely on the dealerships as they have all of the tools that can diagnose the vehicle.

Randolph: Why I'm sorry.

Randolph: Do you need me to locate a dealership for you?

██████████: This isn't a diagnosis issue. Jeep is aware of it and I've asked for a resolution but see I'm not going to get one. If my wife or I get run over by this darn thing, I guess Jeep will be happy. Thanks for nothing Jeep.

██████████: No longer a future Jeep customer nor will my family and friends be customers. Have a great day.

Randolph: I do apologize but I do not see any recalls or extended warranty on the vehicle for the vehicle jumping into gear which is why I need to have a diagnosis done on the vehicle.

██████████: It doesn't jump into gear and I never said that.

Randolph: Sorry with the vehicle still in gear.

██████████: Lol. Okay. Jeep is blowing off its customers. I've got a copy of this conversation saved.

Randolph: So that I can help get this resolved for you I will need you to bring the vehicle to the dealership for a diagnosis on the vehicle.

██████████: Headed to my unsafe vehicle. Jeep has been advised.

Randolph: So that I can help get this resolved for you I will need you to bring the vehicle to the dealership for a diagnosis on the vehicle.

Randolph: So that I can help get this resolved for you I will need you to bring the vehicle to the dealership for a diagnosis on the vehicle.

Randolph: Are you still there James?

Randolph: Do you need me to locate a dealership for you?

██████████: is currently Absent. Approximately 120 seconds until disconnect.

██████████: is currently Active.

Randolph: Do you need me to locate a dealership for you?

Randolph: I do apologize ██████████ but I am no longer getting any response from you so I will have to disconnect this chat session. Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.jeep.com. Have a good day!

██████████ disconnected (Concluded by Agent).

The AnswerCONNECT article that was referenced to provide the answer to the

customer was # 23094.

Reassign to SG893 for lost response and survey bypass.

RN703 case can be closed

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJECG0	FC	Open Date	03/04/2016	Built Date	04/17/2015
Model Year	2015	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY		
In Service Dt	05/25/2015	Mileage	6,700	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	43084	BIG O DODGE OF GREENVILLE INC				
Dealer Address	2645 LAURENS RD					
Dealer City	GREENVILLE			Dealer State	SC	Dealer Zip 29606
Owner					Contact Type	TELEPHONE
Address					Home Phone	
ORANGEBURG SC					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	Gear selector did not go into gear.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that while wife was parking the vehicle the vehicle was in park but started to roll back while daughter was getting out and hanging onto the door.
Customer states that wife will no longer drive this vehicle and wants to return the vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to return the vehicle.
Agent sympathized with customer.
Agent advised that we would need current diagnosis in order to escalate the case up.
Agent offered to transferred the customer over to the DLR.
Customer agreed.
Agent transferred customer over to the DLR.
Reassigning to TL JS1881 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCT8	EC1	Open Date	03/04/2016	Built Date	03/05/2013
Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	06/13/2013	Mileage	29,000	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Dealer	64356	DON WHITE'S TIMONIUM CHRYSLER JEEP				
Dealer Address	10300 YORK ROAD					
Dealer City	COCKEYSVILLE			Dealer State	MD	Dealer Zip 21030
Owner					Contact Type	LETTER
Address					Home Phone	
	LINTHICUM MD				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default

Product - Unknown - Unknown - Accident - Default

COIN Updated & CAIR reassigned to 82S

Contact:

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: , LINTHICUM, MD

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states that he had his vehicle in park and it was not moving when he left it. Customer states that vehicle proceeded to drift backwards and he could not get back to it in time before it collided with his wife s vehicle in the driveway. Customer states that there is damage to his and his wife s vehicle.

Preferred Email Address?

Date of Incident? 03/04/2016

Per OGC Matrix, reassigned to 82T.

3/7/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 03-07-2016 10:18

CAIR NUMBER E-MAIL SENT TO EAA 03-07-2016 10:18

CCRG Open Date: 03/04/2016 14:17:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/16/16 AT 22:36:55 2

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

FILE RETURNED TO SI FOR RESOLUTION

3/21 Dictated denial letter.

POSTMARK DATE: 032116; DATE RECEIVED: 032116

3/22 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG6	FC	Open Date	03/05/2016	Built Date	04/20/2015
Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	11/25/2015	Mileage	5,933	Dealer Zone	51	CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60428	BETTENHAUSEN CHRYSLER JEEP				
Dealer Address	15941 S 94TH AVE					
Dealer City	ORLAND PARK			Dealer State	IL	Dealer Zip 60462
Owner					Contact Type	TELEPHONE
Address					Home Phone	
TINLEY PARK IL					Country	UNITED STATES

Product - Electrical - uConnect Cellular System - Phone Pairing Compatibility - iOS 9 (iPhone)	Phone pairing issues.
Product - Electrical - Power Seats - Defective - Unknown	Seats will not work.

Briefly summarize why the customer is contacting Chrysler: Customer calling wanting to know how to do the software update for their U Connect system. Customer states that his U Connect system is not responding the way the vehicle was advertised. Customer states that her phone will drop calls. However the customer is having issues with the power memory seats. Customer states that the vehicle has been to the DLR multiple times to have the concern resolved, the DLR has done a couple of updates but nothing fixed the issue. Customer states that the steering wheel had multiple scratches in it when they purchased the vehicle.

*

Briefly summarize what the customer is expecting: Customer looking to do a software update for their vehicle. Agent advised that their U Connect system is up to date. Agent advised that there is an update that will be coming out in the next couple of months that could resolved most of those issues. Agent advised the customer that the phone call drop is a phone compatibly issue, and their vehicle is not as smart as the phone. Agent advised the customer that being that they had a duplicate unresolved concern with the power memory seats, that we can escalate their case to our CM dept.

*

*****Uconnect Contact*****

Type of Uconnect radio in the vehicle: RA4S Uconnect 8.4 NAV

Cell phone (or Bluetooth device) carrier: AT&T

Cell phone (or Bluetooth device) manufacturer and model: iPhone 6

Cell phone (or Bluetooth device) software version: 9.2.1

If a CDJR dealer has diagnosed, what is the dealer name and code? N/A

*

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates:

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

Mobile number:

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

Has the vehicle been diagnosed by a CDJR

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

If a CDJR dealer has diagnosed within 30

days, what is the dealer name or code? 45453

If a CDJR dealer has not diagnosed within 30 days, when is the customer s appointment scheduled? No.

Date:

Time:

Confirmed appointment at Dealer code" with Name"

Is the customer in a rental? (Y/N) No

Who authorized?

From what date?

Reassigned to 88F

Customer calling to program his memory seats. Agent advised him of the steps in the owner's manual on page 156-158. Customer states it hasn't been working. Agent apologized and advised he may need to go to the dealership. Customer will wait for the call from the case manager.

The customer is calling to find out when a CM is going to call. The writer advised 2 business days.

***** Case Management - District P*****

OOW: No

MVP: N/A

Household: 2 new 0 used

has been activated for text message communication.

CONTACT UPDATE - Customer was contacted today at 4:32

Customer was provided with agent's extension: 40759

-

Pandora not working consistently with the radio, Pandora option is not working, iPhone pairing drops without notice, main issue is with the tech package not operating properly, steering wheel had a scratch upon purchase, DLR had agreed to replace steering wheel for customer, since replacement customer had to reset everything, when opening door vehicle has an easy exit option that was functioning and is no longer working, issues are intermittent, would like to go to another DLR as they have relocated, can be sent email and text updates, will schedule own appointment. Writer advised that diagnosis is needed to determine next steps, can look into providing rental if needed, follow up 3/11/16 to confirm an appointment has been set and discuss next steps.

Status update provided via email to the following email address:

Hello, this is Angy your case manager. This email is confirmation that your case, , was successfully escalated to me.

My office hours are 9:00AM 5:30 PM Mountain Standard Time.

My contact information is 800.763.8422 EXT 40759.

End of Status Update

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0176AL*****

Hello, this is Angy your case manager.

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

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40759. The reason for the customer contact was to provide or request the following information: if customer made it to appointment.

Agent spoke to owner, has an appointment on the 21st, email is

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0176AL*****

Hello this is your case manager Angy just wanted to confirm that you will be keeping your scheduled appointment for 3/21. If so I will follow up with you then.

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

Writer contacted DLR 45453, spoke to SA John who advised vehicle is not at DLR and there are no appointments in system for customer.

Writer contacted customer. Customer alleges vehicle is at DLR 60428, rental was provided, has been advised that vehicle needs an alignment, issue with radio has not been resolved, contact Tammy at 708-421-2318 for further update. Writer advised follow up with DLR is needed, issue with radio maybe a software concern that will have to be handled with U-connect department, will follow up with Tammy to discuss next steps.

Agent attempted to contact dealer Service Advisor, however, SA not available. Left message for a return call at extension 40759

The reason for the dealer contact was to provide or request the following information: Status update

Writer contacted customer and advised of lines 97-106. Customer alleges that DLR has advised there is no resolution for the issues she is having with her radio and Pandora as these are u-connect concerns, issue with windshield wipers not operating properly was not resolved as issue was not duplicated, control shifter will go into park or neutral on its own when her hand is resting there and DLR was unable to duplicate, customer is not satisfied with this response as this is a new vehicle that she should not be having these issues with her vehicle so early on, issue

with seats has been resolved, steering wheel was not put on correctly and vehicle also required an alignment, DLR has advised vehicle is ready for pick up. Writer advised that follow up with DLR will take place, will need a case opened with u-connect if issue is software related, STAR case will be requested, follow up 3/22/16.

Writer contacted DLR; spoke to SA Steve and advised of lines 107-119. SA advised he had no information on customer, speak to SA Josh who gets in at 9, will leave note for SA Josh advising a STAR case needs to be opened. Writer will follow up with SA Josh 3/22/16.

Writer contacted DLR; spoke to SA Josh and advised of lines 107-119. SA advised a STAR case will be started, DLR has been unable to duplicate concerns, u-connect issues are determined to be software related, phone is not compatible, customer may be moving into gear while her hand is resting on shifter. Writer advised CAC will authorize rental while STAR case is being completed.

Task To Dealer:

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concerns. If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is Reffer to lines 107-119

Action requested: STAR case

Please update this CAIR with resolution.

#####

Task Type: STAR case opened

Writer contacted customer at [REDACTED] and advised of lines 124-129, will contact customer when update is available.

Customer requested ETA. Writer advised 1 business day for STAR to respond, follow up 3/23/16 to discuss next steps.

Writer contacted DLR spoke to SA Josh and went over STAR case, advised case should be updated with all customer concerns in lines 107-119. SA advised STAR case will be updated, has not been able to duplicate customers concerns. Writer advised follow STAR resolution once updated and will determine next steps when update is available. Follow up 3/24/16.

Voicemail

SA Josh request call back

Agent attempted to contact dealer Service Advisor Josh, however, SA not available. Left message for a return call at extension 40759

The reason for the dealer contact was to provide or request the following information: Returning call

Writer contact the customer, to inform DLR is still in progress of working with START and to stay in the rental until vehicle has been repaired. Customer state does not want to get his vehicle return to him.

CM will follow up with customer with new status of repairs

Follow up with status of STAR case

Writer contacted DLR; spoke to SA Josh and went over STAR cases. SA advised vehicle is ready to be returned to customer, 5 days of rental.

Writer advised CAC will put in notes for 5 days of rental, will provide update to customer.

Writer contacted customer and advised of lines 162-165, case with u-connect would have to be opened to address those concerns, vehicle is ready for pick up. Customer alleges this is an unsatisfactory response as she has been without her vehicle for a week with no resolution met, would like to get out of vehicle and have it replaced, request reimbursement for the TECH package she purchased for her vehicle as it is not compatible with her devices, is no longer satisfied with product. Writer advised that could have case reviewed for 91L but cannot make any guarantees, refer to warranty booklet for consumer started processes on getting out of vehicle or work with DLR directly, rental must be returned, will follow up with customer 3/28/16 to discuss next steps.

***** Below Customer Contacted for Documentation Request *****

angy.lucero@fcagroup.com on 2016-03-26 @ 13:42

***** Customer Document Received *****

Writer contacted DLR; spoke to SA Josh who advised vehicle has been returned to customer, 4 days of rental. Writer advised DM notes for rental will be submitted.

-

DEALER CLOSE LOOP

Was the customer in a rental? Yes 4 days

Did the customer have a co-pay? No

What is the RO #? [REDACTED]

Mileage Out? 5933

Does the SM have the CAIR #? [REDACTED]

Review and Confirm the DM Notes with the SM while on the phone. Done

Does the SM have everything needed from Customer Care to process the claim? Yes

Customer Document Reviewed.

Writer contacted customer and advised of restriction H, if there are any more mechanical concerns case will need to be escalated to ECS, otherwise case will be reassigned to 86U to have issues with u-connect addressed. Customer alleges at this point there are no other mechanical issues to be addressed as DLR has advised issue must be duplicated in order to proceed with repair resolution, case can be reassigned. Writer advised that new CM would contact her in 1 - 2 business days.

****U-Connect Case Management Escalation****

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: N/A

86U cannot assist as part approval is required by ECS.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40759. The reason for the customer contact was to provide or request the following information:

Advise of steps to take for u-connect

Status update provided via email to the following email address:

[REDACTED]
Hello, this is Angy your case manager. I am reaching out to you as your case has been returned to my department and I would like to go over the next steps with you. I have been unable to reach you on your cell phone. Please contact me at your earliest convenience so that we may go over this information. Otherwise I will reach out to you 4/4/16. Thank you for your time and have a good night.

End of Status Update

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40759. The reason for the customer contact was to provide or request the following information:

Advise of steps to take for u-connect, case will close 4/6/16

Writer contacted customer and advised that case has been returned.

Customer alleges her current provider is ATT iPhone 6 and software is at least 2 software updates behind, is no longer satisfied with product and feels that she is paying for a product that does not work. Writer referred to driveuconnect.com, can refer to website for pairing / software concerns, because issue is determined to be software related there is no further assistance CAC can provide, if customer is seeking reimbursement she must refer to DLR as this is sales dispute that CAC will not be able to take part in. Customer alleges this is unsatisfactory and there is nothing more that CAC can do for her, customer disconnected call.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCGX	EC	Open Date	03/07/2016	Built Date	05/09/2013
Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	06/06/2013	Mileage	65,000	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	68344	LAKESHORE CHRYSLER JEEP DODGE INC				
Dealer Address	4235 W FRUITVALE RD					
Dealer City	MONTAGUE			Dealer State	MI	Dealer Zip 49437
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CALEDONIA MI				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default

Vehicle not going into park.

Briefly summarize why the customer is contacting Chrysler: Customer states that when vehicle was in park it rolled back and hit another vehicle.

Customer states that vehicle has not been to DLR for diagnosis.

Customer states that key fob was in customer pocket and went into restaurant and forgot to turn vehicle off and 2 and half hours later the vehicle was still running.

Customer states that customer would like complaint documented.

Briefly summarize what the customer is expecting: Customer is expecting complaint to be documented.

Agent advised that we would need diagnosis on vehicle.

Customer is just wanting complaint documented.

Agent advised that all would be documented.

Customer agreed, thanked agent and ended call.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG6	EC	Open Date	03/07/2016	Built Date	07/06/2013
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	10/05/2013	Mileage	25,000	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	68414	BERTERA CHRYSLER JEEP, INC.				
Dealer Address	539 RIVERDALE ST					
Dealer City	WEST SPRINGFIELD			Dealer State	MA	Dealer Zip 01089
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WILBRAHAM MA				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default	Customer states that vehicle slipped out of Park
Corporate - Property Damage - Default - Default - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler to advise that vehicle slipped out of Park and damaged garage door.

Briefly summarize what the customer is expecting: Customer expecting to ensure that vehicle would not do this again.

Customer states that she parked the vehicle on 03/02/2016, exited the vehicle and walked into the house.

Customer states that when she came back the vehicle had moved forward and damaged the garage door.

Customer states that she contacted DLR however they would not be able to look at the vehicle until 03/10/2016.

Writer discussed escalating file to Special Investigations with TL PH394 however she advised that they would not take the file.

Writer advised customer that the vehicle would need to be looked at by the DLR and should it happen again then to contact CAC.

Customer understood.

Reassigned for survey bypass as per AC ID#23094.

Correction

TL Pam s NIC is PH314.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG0	EC2	Open Date	03/11/2016	Built Date	08/08/2013
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	08/27/2013	Mileage	33,000	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60451	LESTER GLENN CHRYSLER DODGE JEEP				
Dealer Address	101 ROUTE 37 E					
Dealer City	TOMS RIVER			Dealer State	NJ	Dealer Zip 08753
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BAYVILLE NJ				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default	Vehicle rolls back once in park
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that she pulled in her drive way and took her son in the house. Customer then stated her husband who was in the garage watch her vehicle roll back into the road. Customer stated her and her husband drove it back into the drive way and put it in park to have the vehicle roll back down the driveway.

Briefly summarize what the customer is expecting: Customer does not feel safe driving the vehicle anymore.

Agent advised customer that she would send this up to Case Management.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

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

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

Mobile number:

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? (Y/N) yes Customer has another appointment again on Monday.

If a CDJR dealer has diagnosed within 30

days, what is the dealer name or code? LESTER GLENN CHRYSLER DODGE JEEP

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

Date:

Time:

Confirmed appointment at "dealer code" with "name"

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

Who authorized?

From what date?

Reassigned to 88F

***** Case Management - District T *****

IN WARRANTY

MVP: NO SC

HOUSEHOLD: 1 NEW 0 USED.

Writer called DLR. Writer spoke with SA Eric. SA states customer was last seen on 02/26/2016, RO number, mileage 32,637 unable to duplicate concern, batteries on key fob was replaced. Customer doesn t have a most recent appointment. Vehicle is not at here DLR.

CONTACT UPDATE - Customer was contacted today at 03:35 pm.

Customer was provided with agent s extension: 40629

Status update provided via email to the following email address:

Hello, this is Michelle your case manager. This email is confirmation that your case, [REDACTED], was successfully escalated to me. My office hours are 7:30 AM 4:00 PM (Mountain Time) Monday- Friday. My contact information is 800.763.8422 EXT 40629.

End of Status Update

Writer contacted customer. Customer states she has an appointment scheduled 03/15/2016 at 08:00 am. Customer states she has a radio concern, vehicle roll back in from park and a check engine light is on. Customer expectation is to get out of her lease or have her vehicle repaired. Customer states she will not pick up her vehicle till DLR has repaired it. Writer will follow up no later than 02/17/2016.

Customer [REDACTED] requested to speak to Case Manager. Transferred to

MN578 voice mail

Status update provided via email to the following email address:

MN578@chrysler.com.KS1236@chrysler.com.bs899@chrysler.com

Please call customer [REDACTED]

End of Status Update

Customer left writer a voicemail. Customer is requesting a call back. Writer called DLR. Writer spoke with SA Eric. SA states customer dropped her vehicle off. Customer is in a loaner vehicle. SA is in the process of diagnosing the vehicle. SA requested writer to follow up on 03/17/2016.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40629. The reason for the dealer contact was to provide or request the following information: to get an update on customer's vehicle.

SA left writer two voicemails.

Writer called DLR. Writer spoke with SA Eric. SA states they were not able to duplicate the vehicle rolling back from park. They parked the vehicle in an incline, service has a little hill. SA was able to duplicate the check engine light concern they replaced the purge valve. SA was not able to duplicate the radio turning black and Bluetooth losing calls. SA provided the RO number [REDACTED] mileage of 33,750. Writer called customer. Customer states she no longer wants this vehicle. Writer informed customer of lines 72-77. Customer states her concern is her vehicle rolling back from park and radio turning black. Writer informed customer if our DLRs are not able to duplicate the concern we can't repair or replace parts. Writer informed customer she can contact her sales department or loan agency. Customer requested to speak with a sup.

Writer transferred customer to sup 40756

*****Supervisor Call*****

Customer was transferred to writer and customer informed that they have been having different concerns with the radio since purchasing the vehicle and the current concerns are different than they were before the radio replacement. Customer informed that the vehicle has only rolled 2 times and both were on an incline when the parking brake was not being used. The remote start was not working, and writer informed that it will not when the check engine light is on. Customer informed that they were made aware of this. Customer handed phone to her husband. Husband informed that they simply want a reason to stay with the company. He understands that the DLR cannot do repairs without duplication and just wishes that it was easier to duplicate the concern at the DLR. Writer offered oil changes and customer informed that they already have them. Customer would like a vehicle payment or a discount off a new vehicle. Writer informed that the CM will research this. Monthly payment is \$439.94.

Status update provided via email to the following email address:

MN578@chrysler.com.KS1236@chrysler.com.bs899@chrysler.com

Customer request a call back

End of Status Update

MS BEATA ARRUDA called to speak with CM MN578. With customer's permission Writer transferred customer to CM's voice mail at ext 40629 as CM is not available.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2016-03-22 @ 17:25

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2016-03-22 @ 17:25

Writer called customer. Writer informed customer writer can do a one-time vehicle payment. Writer will need customer's documentation.

Customer provided her e-mail address [REDACTED]. Writer will follow up once documentation has been received.

***** Below Customer Contacted for Documentation Request *****

michelle.nava@fcagroup.com on 2016-03-26 @ 12:37

***** Customer Document Received *****

Customer Document Reviewed.

Customer left writer voicemail inquiring if she can send screenshot of her bank statements and bill.

Writer called customer. Writer informed customer it is fine for her to send in screenshot of her bank statements as well as her bill. Customer alleges she will be sending her bill today. Writer informed customer if her bill is not received today her case will be placed on hold.

Customer left writer a voicemail. Customer states her link expired, if writer can e-mail her back.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2016-03-31 @ 13:09

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

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJECG7	FC7		Open Date	03/11/2016	Built Date	02/04/2015
Model Year	2015	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY			
In Service Dt	06/29/2015	Mileage	4,017	Dealer Zone	71	LOS ANGELES	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Owner						Contact Type	LETTER
Address						Home Phone	
PACIFIC PALISADE CA						Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default	Vehicle jumped into reverse
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer is contacting Chrysler stating she placed her vehicle in park to check the mail and while approaching the mail box she heard a noise behind her. Customer turned around and seen her vehicle rolling down the driveway, customer states if the wheel had not been turned already it would have ran into her house. Customer states the vehicle hit the neighbor fence instead. Customer states she really feels like this vehicle is a lemon and she no longer feels safe with it. Agent advised customer we are sorry she had to experience this and we really would like to find a resolve for her. Agent has an appointment set with Santa Monica Chrysler Jeep Dodge And Ram to repair the minor damage on her vehicle. Customer really wants this looked into further, advised customer her case will be escalated to case management for further handling.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Customer email address for case updates:

Would customer like to receive updates via text message? N

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? N

If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code?

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

Date: 03/17/16

Time:

Confirmed appointment at 26978 " with Santa Monica Chrysler Jeep Dodge And Ram "

Is the customer in a rental? N

Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

ACTIVE: 5/36

MVP: Active ECG35N

HOUSEHOLD: 2 New 0 Use

CUSTOMER-CM attempted to contact customer, however, customer was not available. CM left message for a return call at extension 40522. The reason for the customer contact was to provide or request the following information: To ask questions required to send the case to our Special Investigations team.

COIN Updated & CAIR reassigned to 82S

Contact: A Name "

Telephone #1 A XXX-XXX-XXXX "

Telephone #2 A XXX-XXX-XXXX "

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX)

LOCATION OF VEHICLE PHONE NUMBER XXX-XXX-XXXX"

What happened?: Customer states "insert summary of event(s)"

Preferred Email Address?

Date of Incident?

CM cannot email this information to the customer has to be done over the phone.

CONTACT UPDATE - Customer contact attempt was made on 03/14/16.

Customer was provided with agent's extension: 40522.

Writer contacted customer. Customer confirmed vehicle rolled when in park and hit neighbor's fence. Writer advised they are escalating case to

Special Investigations Customer Care and customer should be contacted in

24-48 hours. Customer stated that their appointment with DLR 26978 is on

03/17/16 and they would like rental. Writer advised customer should

mention this to next case manager and provided customer with case number.

COIN Updated & CAIR reassigned to 82S

Contact [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Customer's home, [REDACTED]

[REDACTED] PACIFIC PALISADES, CA. [REDACTED]

LOCATION OF VEHICLE PHONE NUMBER: [REDACTED]

What happened?: Customer states vehicle rolled when in park and hit neighbor's fence.

Preferred Email Address? [REDACTED]

Date of Incident? 03/08/16

Per OGC Matrix, reassigned to 82T.

R40 RADIO SECURITY VULNERABILITY SAFETY 07/24/2015 INCOMPLETE

3/16/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-16-2016 07:36

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-16-2016 07:36

customer is seeking a rental vehicle. Still need a vehicle so she can get around. customer seeking a rental Vehicle. In till her vehicle is ready.

please call [REDACTED] don't call after 9 pm to 9 am

CCRG Open Date: 03/15/2016 14:03:39

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/24/16 AT 17:48:03 [REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

FILE RETURNED TO SI FOR RESOLUTION Dictated denial letter.

POSTMARK DATE: 032916; DATE RECEIVED: 032916

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG6	EC	Open Date	03/14/2016	Built Date	04/09/2014
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	06/20/2014	Mileage	17,000	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	67243	GOLLING CHRYSLER JEEP DODGE, INC.				
Dealer Address	2405 S TELEGRAPH RD					
Dealer City	BLOOMFIELD HILLS			Dealer State	MI	Dealer Zip 48302
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WHITTEMORE M				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default

Vehicle exhibited slippage last year

Briefly summarize why the customer is contacting Chrysler: Customer has case from last year.

Briefly summarize what the customer is expecting: Customer seeking followup of case.

Customer called in last year with issue referenced in CAIR #. Customer's vehicle slipped out of gear and rolled into a pasture. Customer's case did not progress as at that time there was no official statement of issue. Customer did not follow up with CAC until today. Customer did take vehicle to local DLR for repair; DLR could not replicate issue or find any error codes. Vehicle has not exhibited issue since; customer does not leave vehicle running while in Park anymore. Customer has asked DLR during other service appointments if any followup for this situation have appeared; DLR informs customer there have not been any followups.

Customer asked why they had not been given any contact and complained about FCA customer service; stated customers like courtesy followup calls. Customer stated FCA does not care about their customers.

Customer inquired why they had not received any followup.

*ERROR

Line 22 is redundant.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCT7	FC	Open Date	03/14/2016	Built Date	08/02/2014
Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	11/03/2014	Mileage	10,956	Dealer Zone	74	DENVER
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PBU	TRUE BLUE PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				
Dealer	60415	FORT COLLINS DODGE CHRYSLER JEEP				
Dealer Address	3835 S COLLEGE AVE					
Dealer City	FORT COLLINS			Dealer State	CO	Dealer Zip 80525
Owner					Contact Type	LETTER
Address					Home Phone	
	LOVELAND CO				Country	UNITED STATES

Product - Drivability - Unknown - Sudden Acceleration - Default	Customer states vehicle shifted into reverse while parked
Product - Engine - Unknown - Other - Default	Customer states vehicle shifted into reverse while parked
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Customer states vehicle shifted into reverse while parked
Product - Unknown - Unknown - Accident - Default	Customer states vehicle shifted into reverse while parked
Corporate - Property Damage - Default - Default - Default	

COIN Updated & CAIR reassigned to 82S
Contact: A Name "

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

LOVELAND, CO.

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states he went to the store with his wife, while he went into the store he left the engine running with his wife in the vehicle. While he was in the store the vehicle went into reverse itself and flew back into another car and then went back into drive and went over the curb and went full force into a cement brick.

Preferred Email Address?

Date of Incident? march 7th/ 2016

update on line 2. Contact

Per OGC Matrix, reassigned to 82T.

R40 RADIO SECURITY VULNERABILITY SAFETY 07/24/2015 INCOMPLETE

3/15/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 03-15-2016 08:27

CAIR NUMBER E-MAIL SENT TO EAA 03-15-2016 08:27

CCRG Open Date: 03/15/2016 07:50:11

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/21/16 AT 19:03:01

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/22/16 AT 04:19:36

****FILE RETURNED TO SI FOR RESOLUTION***

Reviewed report and images.

The BTSI system checked and functioning properly. Test driven and could not duplicate condition as stated. No manufacturer defects caused or contributed to this incident.

Dictated denial letter.

POSTMARK DATE: 032916; DATE RECEIVED: 032916

Mailed letter.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFDJ4	FC	Open Date	03/14/2016	Built Date	09/05/2015
Model Year	2015	Body	WKJX74	JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY		
In Service Dt	01/30/2016	Mileage	5,186	Dealer Zone	71	LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ESG	6.4L V8 SRT HEMI MDS ENGINE				
Transmission						
Dealer	24099	ORANGE COAST JEEP-CHRYSLER				
Dealer Address	2524 HARBOR BOULEVARD					
Dealer City	COSTA MESA			Dealer State	CA	Dealer Zip 92626
Owner					Contact Type	LETTER
Address					Home Phone	
	GARDENA CA				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Transmission shifts to wrong gear
Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Transmission shifts to wrong gear
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler:

SRT Customer

Briefly summarize what the customer is expecting:

Assistance with SRT vehicle concern

####

Customer is seeking assistance arranging for an inspector, as his vehicle has experienced a transmission failure resulting in damage

#

Agent attempted contact with SRT Department; Customer transferred to CSR NM1026.

####

Caller's Name:

Relation to Vehicle Owner: Owner

Best contact phone number:

Reason for Contact: Seeking assistance in arranging a Inspector

In-service-date: 01/30/2016

Vehicle mileage at time of call: 5186

Purchased new or used? NEW

MVP: YES

Loyalty history: 2 NEW

Vehicle Model/Year: 2015 JEEP GRAND CHEROKEE SRT 4X4

Mileage/KM: 5186

Servicing dealership: Orange Coast

Who has possession of vehicle (dealer/customer)? DLR

Has vehicle been diagnosed? Y

What was the diagnosis? NA

What has the dealership informed the customer? DLR gave customer a bunch of papers, and informed him to call SRT to set up an inspector for the vehicle.

Has there been related repairs? Y

When and at what mileage were previous repairs completed? in the past few weeks, no absolute dates at time of call

Customer expectations: to have the issue addressed

Agent advised: Agent advised she needed to contact the DLR for further information.

-

Agent advised he customer that she would have to speak with the DLR and she has left a message for them to contact her with more information.

Agent advised she would follow up when she had further information for

them.

-

Task To Dealer:

SRT CM is trying to find out the diagnosis of the vehicle, also wondering what 'inspector' has been referenced to with the customer. If the vehicle needs inspecting please open a STARS case or reach out to your AM.

-

Task Type: STAR case opened

OUTBOUND DLR CONTACT- Agent contacted Orange coast CDJ and LVM for SM Jeff. Agent left the case number and SRT number.

-

Task To Dealer:

SRT CM is trying to find out the diagnosis of the vehicle, also wondering what 'inspector' has been referenced to with the customer. If the vehicle needs inspecting please open a STARS case or reach out to your AM.

-

Task Type: STAR case opened

-

EMAIL SEND TO SM

-

AS PER EMAIL FROMT HE SM, AND AC DOC 18819, AGENT IS FORWARDING CASE TO SI FOR FURHTE RINVESTIGATION.

-

COIN Updated & CAIR reassigned to 82S

Contact: A [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Orange Coast CDJ, 2929

HARBOR BLVD, COSTA MESA, CA

LOCATION OF VEHICLE PHONE NUMBER [REDACTED]

What happened?: Customer states he put the vehicle into park, and the shifter showed the vehicle being in park, customer got out of the vehicle and the vehicle rolled down a small hill and ran into a pole.

Preferred Email Address?

Date of Incident? 3/13/16

-

Per OGC Matrix, reassigned to 82T.

3/16/16 ASSIGNED TO TNT16. LSS

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-16-2016 15:23

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-16-2016 15:23

CCRG Open Date: 03/16/2016 15:08:10

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): Y

If no, customer s current address:

Customer s current phone number (Daytime): 7 [REDACTED]

Customer s current phone number (Evening):

Customer s email address: [REDACTED]

Any additional information:

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

Per OGC Matrix, reassigned to 82T.

3.23.16 Updated Law Manager and Case Manager. MJK

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/28/16 AT 14:15:02 [REDACTED] 2

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN : Yes

If no, customer s current address:

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening) [REDACTED]

Customer s email address [REDACTED]

Any additional information: Customer is seeking a case update. Customer is requesting to have vehicle repaired and returned.

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82T.

FILE RETURNED TO SI FOR RESOLUTION Dictated denial letter.

POSTMARK DATE: 033116; DATE RECEIVED: 033116

LETTER MAILED.

033116 AM notified of denial letter sent - AM to notify dealer/ dealer

will refer cust to ins company. _

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBG2E		Open Date	03/19/2016	Built Date	06/19/2014
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	11/21/2014	Mileage	36,782	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60338	AIRPORT CHRYSLER DODGE JEEP				
Dealer Address	5751 EAGLE VAIL DR					
Dealer City	ORLANDO			Dealer State	FL	Dealer Zip 32822
Owner					Contact Type	LETTER
Address					Home Phone	
	TALLAHASSEE FL				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

COIN Updated & CAIR reassigned to 82S

Contact: A

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Tallahassee, FL, 3

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states that he put his vehicle in park, and got out of the vehicle with his wife in the passenger seat. Customer states that the vehicle then jumped out of park, knocking him to the ground, and almost running him over. The vehicle then almost rolled off of a 1000 ft cliff with his wife in the car, but instead hit a concrete barrier.

Preferred Email Address?

Date of Incident? 3/15/16

Per OGC Matrix, reassigned to 82T.

R40 RADIO SECURITY VULNERABILITY SAFETY 07/24/2015 INCOMPLETE

3/21/16 ASSIGNED TO MJK32, LSS

CAIR NUMBER REQUEST EAA INSPECTION 03-21-2016 09:18

CAIR NUMBER E-MAIL SENT TO EAA 03-21-2016 09:18

Caller contacted CAC seeking an update on case.

When agent return to phone agent could no advise customer there was no response.

Writer verified customer contact information.

Does customer s address match COIN (Y/N):yes

If no, customer s current address:

Customer s current phone number (Daytime)

Customer s current phone number (Evening)

Customer s email address:

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): yes

If no, customer s current address:

Customer s current phone number (Daytime)

Customer s current phone number (Evening)

Customer s email address

Any additional information:

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

Per OGC Matrix, reassigned to 82T.

3/22/16 UPDATED CM. PGA

CCRG Open Date: 03/21/2016 08:19:34

Customer calling because has not been contacted about the case. Customer is looking for another vehicle. Customer would like a callback about this case and would like a call in the next couple of days, customer is looking to pursue legal action.

****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter.

POSTMARK DATE: 040816; DATE RECEIVED: 040816

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFBGX	FC	Open Date	03/21/2016	Built Date	04/29/2015
Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	06/01/2015	Mileage	12,000	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	44530	DIEHL CHRYSLER JEEP DODGE				
Dealer Address	258 PITTSBURGH RD					
Dealer City	BUTLER			Dealer State	PA	Dealer Zip 16002
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BUTLER PA				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Vehicle in park and lunged forward hitting another vehicle.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that vehicle was in park and customer got out of the vehicle the vehicle lunged at hit another vehicle.
Customer states that the electronic shifter does not work properly and customer has had several issues with it and would like this investigated.
Customer states that there was no damage to the other vehicle but customer vehicle was damaged and feels that Chrysler should be covering the cost.

Briefly summarize what the customer is expecting: Customer is expecting a investigator to come out and see why the vehicle did this.

Agent sympathized with customer.

Agent advised that case is being escalated to SI.

Customer agreed, thanked agent and ended call.

COIN Updated & CAIR reassigned to 82S

Contact:

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: DR Butler, PA

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states that vehicle was in park and customer got out of vehicle and it lunged and hit another vehicle.

Preferred Email Address:

Date of Incident? Mar.16/2016

Vehicle Location: _

Owners Home

Butler, PA 1

Per OGC Matrix, reassigned to 82T for their review and handling.

3/22/16 assign to tnt16. pga

CCRG Open Date: 03/22/2016 09:29:31

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJEAG7	FC	Open Date	03/21/2016	Built Date	07/30/2015
Model Year	2015	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
In Service Dt	08/14/2015	Mileage	1,639	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60262	STATELINE CHRYSLER JEEP DODGE,			INC.	
Dealer Address	800 GOLD HILL RD					
Dealer City	FORT MILL			Dealer State	SC	Dealer Zip 29708
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ROCK HILL SC				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Rolled forward, struck a Toyota
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler:

Vehicle in Accident/Incident

Briefly summarize what the customer is expecting:

Documentation of Concern

###

Customer states that She was at a Drugstore, and attempted to put the vehicle in park. The vehicle instead rolled forward and struck a Toyota. The vehicle has since been repaired, and returned to Stateline Dodge; Customer no longer owns vehicle.

#

Agent advised that he could document the concern. Agent also contacted DLR 60262 and confirmed that the TSB the customer mentioned was a separate issue that would not cause the above-mentioned incident.

As the customer has not only repaired the issue, but also disposed of the vehicle, this Agent is unable to pursue the matter any further. Customer was informed of this.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG4	CH		Open Date	01/04/2012	Built Date	10/27/2011
Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	11/26/2011	Mileage	1,142	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	44881	SOUTH POINT DODGE					
Dealer Address	5210 SOUTH I.H. 35						
Dealer City	AUSTIN			Dealer State	TX	Dealer Zip	78745
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	AUSTIN TX					Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	2nd Gear at low speeds, hard shifts
Product - Electrical - uConnect Cellular System - Other - Default	Bluetooth option on the car will NOT let me listen to my voice mails.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Worn - Arm Rest/Console	Center console is difficult to stay open
Corporate - Service/Owner Manuals - Default - Default - Default	DVD owner's manual is a compressed version
Product - Electrical - Lamps and Switches - Other - Default	Driver's side HIGH Beam too high
Product - Engine - Unknown - Other - Default	Engine idle speed is too high
Product - Body / Trim / Paint Finish - Seat Belts - Other - Front Driver	Front Seat beat clips are too low & hard to reach
Product - Electrical - Lamps and Switches - Improper Installation/Missing - Default	Parking Brake light on dash is hidden behind the steering wheel
Product - Air Conditioning / Heater - Switches / Controls - Other - Default	Rear vents do not put out any heat on auto mode
Product - Body / Trim / Paint Finish - Body Hardware - Other - Trunk/Deck Lid/Hatch	Trunk lid hard to close
Corporate - Product Suggestions - Electrical - Default - Default	USB & MP# connections should NOT be 'Inside' the center console
Product - Brakes - Parking Brake Assy - Won't Hold - Default	When applying parking brake, it pops up
Corporate - Product Suggestions - Body - Default - Default	Wish the daytime running lights (which are great) would stay on
Corporate - Product Suggestions - Other - Default - Default	Wish the display had an option to show the day/date
Corporate - Product Suggestions - Interior - Default - Default	Wish the front seats were a little wider
Dealer - Service/Body Shop - Transaction - Other - Default	dealer wanted to charge him \$75 for a seat belt extension
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Other - Rear	rear seats able to open from 'inside' the vehicle thus allowing access
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	

CQI Survey Record Received - DATE : 01/04/2012

Survey Number : 629423

Quality Survey ID : 6

Survey Date : 01/03/2012

VIN Last 8 : CH

CQI Comments : Seat Beat extensions, why are they not free when I have for the last several years have always gotten them free at competing companies. Lincoln/Ford has always provided them to me when I purchased their vehicles, new or used.

Survey says, 'Driver's side HIGH Beam too high; does not illuminate further down the road, only top of trees. Even though I got regular headlights, the brightness 'seems' too low. I can be next to other cars and road in front of them is brighter than mine. Trunk lid hard to

close, have to slam hard to catch. When applying parking brake, it pops up. I have to try several times before it stays down. Wish I could just press it down and it stays down. Then press again to release. But I have to press it down lots of times before it catches. Parking Brake light on dash is too low. It is hidden behind the steering wheel. I cannot see it when the parking brake is engaged. While the light indicator was higher on the dash so I can see it and release the brake before trying to drive off. USB & MP# connections should NOT be 'Inside' the center console. Hard to use and get to. Should be OUTSIDE of the center console or on the dash. Center console is difficult to stay open as the cover will always come down while I am trying to get inside. Wish it would just stay open or bend back more as allow more room to get inside. Engine seems to want to drive off by itself when cold. I am use to where if I lift off the gas pedal the car just idles. In this case it drives off and continues to increase in speed without me using the gas pedal. I have to use the brake the first few minutes of driving. Engine idle speed is too high when cold as it will drive off if in gear and I do not have my foot on the brake. It will increase speed unless I use the brake the first few minutes or the first mile or so. 2nd Gear at low speeds, hard shifts between gears. Seems like I have to push or toggle the gear shift 'twice' to get it into park. Not sure if this is normal as I can never get the vehicle into park unless I toggle the gear shift twice to the park position. (1) Front Seat beat clips are too low & hard to reach. Should be higher and easier to get to. Ford dealers give out FREE Seat belt extenders but Chrysler does not. So it would be nice if you just place the seat belt clip higher. (2) Rear vents do not put out any heat when using auto mode for aid conditioning. I have to place from Auto mode to fan mode and even then will only put out a little when the fan is only in HIGH (and very noisy) mode. (3) Bluetooth option on the car will NOT let me listen to my voice mails. (4) Security Issue: By having the rear seats able to open from inside the vehicle thus allowing people to access a locked trunk by breaking a window and pulling down the rear seats. Should have the rear seat release inside the trunk, not inside the car. (5) Wish the display had an option to show the day/date in addition to the time. (6) Wish the daytime running lights (which are great) would stay on when the turning signals are being used. (7) Wish the front seats were a little wider. Too narrow for my comfort. (8) The dash light indicators (ie: for headlights, hi-beams, etc) are way too dim. Only when do I place the lighting control on the dash to full brightness do then show up decent -but then the whole dash is way too bright for evening or night driving. The indicators need to be brighter when the whole dash is in middle or even in low brightness.'

* * * * * CASE MANAGER TEAM - District 88Z * * * * *

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.

2nd attempt made to contact customer. Left message.

Caller C [REDACTED] requesting to speak with Case Manager, returning his call. BK281 currently on another call. Customer declined leaving a voicemail, had no additional information or questions for Writer.

Customer requested to receive a call back from BK281 today before 3:00 PM Central at [REDACTED]

Agent called customer [REDACTED] The customer and agent went over the list of recommendations and suggestions the customer offered per lines 10 - 55. Additionally, the customer complains that the 44881 SOUTH POINT CHRYSLER wanted to charge him \$75 for a seat belt extension. The customer complains that the DVD owner s manual is a compressed version of the printed owner s manual. Agent thanked the customer for the feedback and asked to call Chrysler at 800 247-9753 should further assistance be required.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG7	CH		Open Date	01/05/2012	Built Date	11/07/2011
Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN			
In Service Dt	11/28/2011	Mileage	1,200	Dealer Zone	32	NEW YORK	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PDB	CRYSTAL BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	60353	STEPHENS CHRYSLER JEEP DODGE OF			GREENWICH, LLC		
Dealer Address	2551 STATE ROUTE 40						
Dealer City	GREENWICH			Dealer State	NY	Dealer Zip	12834
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BUSKIRK NY					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	8 speed electronic automatic shifter requires one's complete attention
Corporate - Service/Owner Manuals - Default - Default - Default	Navigation system and the voice command system are not in owner's manual
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	

CQI Survey Record Received - DATE : 01/05/2012

Survey Number : 631248

Quality Survey ID Number:

Survey Date : 01/04/2012

VIN Last 8 : CH

CQI Comments : shifter on this car Ask for my husband Dennis

Survey says, 'The shifter on this new 8 speed is far too difficult to use without extreme concentration. It needs to be fixed now! The skuff areas inside the doors scratch very easily.'

***** CASE MANAGER TEAM - District 88Z *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

. The customer complained that the 8 speed electronic automatic shifter requires one's complete attention to make sure vehicle is in the proper gear especially going from Park to Drive or from Drive to Park or from Reverse to Neutral and from Neutral to Reverse. The customer complains that the Navigation system and the voice command system are not mentioned in the owner's manual. The customer said that he mentioned these issues to the 60353 STEPHENS CHRYSLER Dealer and that they informed him that a fix from the manufacture will be needed to correct these issues. Agent thanked the customer for the feedback and asked to call Chrysler at 800 247-9753 should further assistance be required.

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

Customer states the vehicle has 8 speed automatic transmission with new shifter

Customer is very dissatisfied with the transmission shifter

When putting vehicle in gear, the shifter is extremely touchy because it isn't mechanical

Customer states he went to an automatic car wash on Saturday, and the car wouldn't go from neutral into drive without putting your foot on the brake very hard. Then the vehicle ended up in park, and would not come out of park. Customer states the lights came on on the dash saying the all wheel drive needed to be serviced. Customer states he spoke with service manager and was told the vehicle should go from neutral to drive. Customer is taking vehicle in later in the week to have it checked out.

Customer is planning on purchasing a new Jeep Grand Cherokee, but with

the new transmission shifter in it, he will not purchase the Jeep.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG7	CH		Open Date	02/03/2012	Built Date	12/01/2011
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	12/31/2011	Mileage	2,955	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	60419	HOMER SKELTON CHRYSLER DODGE JEEP					
Dealer Address	7661 HIGHWAY 51 NORTH						
Dealer City	MILLINGTON			Dealer State	TN	Dealer Zip	38053
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	MEMPHIS TN					Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Problems shifting out of park, check engine light on.
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Vehicle having difficulties shifting out of park.
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer calling in wanting to file a complaint and express his dissatisfaction with his vehicle.
 Today customer stated he turned his vehicle on and his check engine light was turned on and he could not shift out of park.
 Customer states that he then turned the vehicle off and waited a few moments and restarted, the check engine light was still on but he was able to get it out of park and drive to his dealership.
 Dealership is currently in the process of diagnosing the problem with the vehicle.

 Briefly summarize what the customer is expecting:
 To express his dissatisfaction with a brand new product that is already having problems at 2955 miles

 Agent apologized to customer for the inconvenience he is experiencing with this new vehicle, and advised customer that his complaint has been documented.
 Briefly summarize why the customer is contacting Chrysler: Customer is not happy with his new car, less than 3000 miles and it s already showing transmission issues. Customer states dealer was unable to diagnosed and that they haven t told him what is wrong with the car. customer states that the Service Manager that he s in touch with is now no longer available. Customer states that he doesn t like the rental he s been given, by enterprise. Customer stated that he is not happy having a vehicle that shows transmission issues in the first 3000 miles
 Briefly summarize what the customer is expecting: Customer is expecting Chrysler to Fix the issues his car is having and if they can t he doesn t think he wants it.
 within one business day by COB their time
 Preferred Morning/Midday call back number is
 Preferred Afternoon/Evening call back number is
 Customer email address for case updates: decline
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 60419
 Reassigned to 88F
 Briefly summarize why the customer is contacting Chrysler: Customer called to inquire about their case. Agent advised that it has been assigned to Amanda, and that they would recieve a phone a call by th end of buisness day (8pm EST) today. Customer states they are unhappy with

the fact the dealer cannot find a problem with a vehicle they are selling, when it is brand new. Customer feels the dealership is giving the run-around and not informing of real information. Briefly summarize what the customer is expecting: Customer states they do not want the vehicle anymore. Customer states they are disappointed in the dealer, their vehicle and chrysler.

* * * * * CASE MANAGER TEAM - District U * * * * *

Customer is original owner

Customer has 2 vehicles in the household, 1 used, 1 new/current

Customer is in basic warranty by 35 months and 33,045 miles

Customer has no service contracts

Customer s phone number is [REDACTED]

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] check engine light has been on since 02/03. Customer states that he was in his vehicle idling and the check engine light came on and he couldn t shift the vehicle. Customer states he has worked with both Wilson, the Service Director, and Tim, the Service Writer. Customer states he wants a replacement vehicle. Writer advised they can send the case to the qualifier team but if it doesn t qualify it will come back to AH1066. Customer asked what would make the vehicle qualify. Writer advised they are unsure and not part of that department. Customer states he will be very disappointed if the vehicle doesn t qualify. Writer advised they will send the case.

* * * * * QUALIFIER TEAM * * * * *

CONTACT UPDATE - [REDACTED] Left a message for the customer. This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.

Number of related repair attempts = 1 open RO

Number of days out of service =2

Caller [REDACTED] requesting to speak with Case Manager. Writer offered voice mail and the customer accepted. Writer transferred to CM s voice mail.

Customer calls to speak with their Case Manager.

The agent called the customer and informed them that the vehicle does not appear to qualify at this time for lemon law/ buyback , however we do want to seek a resolution for our customers . The agent informed the customer that we will be forwarding there case to our case management team the customer states that he does not want to be contacted by a case manager the agent told the customer we would be closing his case. The agent called the dealership and informed the SM Wilson that the vehicle does not appear to qualify for lemon law / buyback at this time.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACGX	CH	Open Date	02/11/2012	Built Date	10/03/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	11/22/2011	Mileage	2,950	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PWD	IVORY 3 COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	52382	ED PAYNE MOTORS LLP				
Dealer Address	2101 E EXPRESSWAY 83					
Dealer City	WESLACO			Dealer State	TX	Dealer Zip 78596
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BELVIDERE IL				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	can not get it into Park and will not shut off
Product - Drivability - Unknown - No Start - Default	can not open truck as he can not get it in park stuck in neutral
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	customer stated that they did not resolve the transmission problems
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	some of lights not working as well
Product - Differential Gear Assy's - Unknown - Other - Unknown	when you push brake in it states service transmission

Briefly summarize why the customer is contacting Chrysler: Customer stated that his vehicle is not working properly as his transmission indicator states that it needs service.

The customer stated that he is in Texas. The customer has visited a dealership Ed Payne Motors

2101 E Expressway, 83 Weslaco, TX 78596

956-968-2158.

The customer stated that he had the routine oil job done at the time of his

visit to the Ed Payne Motors. The customer stated that the dealership instructed him that they could not duplicate the problem with the gear shifter. The customer stated that the dealership Ed Payne Motors told him if he had trouble that they would tow him in to the dealership however the customer does not want to have any further problems and he feels that they should have been able to put this on the scanner and analysis what was happening. The customer does not want to be stranded on the road while travelling. The customer stated that the malfunction indicator light is remaining on. The customer called today stating that he

pulled into a store and could not get his vehicle into park and he could not leave the vehicle as he was unclear which gear it was in as well as he could not use his locks. The customer stated that if he puts the power window down that the vehicle will lock but this is not much good when you want to lock up your car and the window has to be down. The customer stated that the owners manual says that you should seek immediate service if the indicator light flashes however his is not flashing it just stays on continuously. The customer stated that he would like to get this repaired and is seeking the assistance of a case manager to ensure that he is able to get his vehicle repaired correctly.

Briefly summarize what the customer is expecting:

The customer stated that he would like to get this repaired and is seeking the assistance of a case manager to ensure that he is able to get his vehicle repaired correctly.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates: not available
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
The customer stated he has had other CDJ products.
The customer has maintained the vehicle and kept the service up on the vehicle.

The customer has a WCC 536.
The agent provided the customer with the name of another dealership that the customer could visit in the area that he is visiting.
The agent offered to connect to the Don Johnson Motors for the customer but the customer took the information and thanked the agent and indicated that he would call them when he got back to his place which is near Brownsville.

Don Johnson Motors,
2101 Central Boulevard, Brownsville, TX 78520-8788
956-546-2288

Reassigned to 88F

Customer provided the preferred call back number [REDACTED] while they are travelling and are looking forward for a case manager to call him back.

Email address not provided

* * * * * CASE MANAGER TEAM - District 88P * * * * *

Original owner, currently owns 1 CDJ, 7 previously owned, all 8 vehicles purchased new, no service contract and no known related concerns.

Vehicle is in 3/36 warranty by both time and miles.

Original owner, currently owns 2 CDJ, 6 previously owned, all vehicles purchased new. No service contract and no known related concerns.

Vehicle is in 3/36 warranty by both time and miles.

Original owner, currently owns 2 CDJ, 6 previously owned, all 8 vehicles purchased new, no service contract and no known related concerns.

Vehicle is in 3/36 warranty by both time and miles.

Writer spoke to Denny, Service manager of Don Johnson. appointment has not been scheduled.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 8 [REDACTED].

Customer stated appointment has not been scheduled and he will probably will take vehicle back to Ed Payne. Next follow up with customer will by 2/17/12

Writer spoke with customer and states that he hasnt has time to leave it with the dealer and may wait till he returns home and will have his case manager follow up with him on 02/17/2012

Writer contacted customer [REDACTED] was advised that customer took his vehicle to the dealer on Monday 02/13, Mrs [REDACTED] states the dealer was not able to diagnose the vehicle. Writer advised customer case manager LG766 will follow up no later than Thursday 02/23.

Writer spoke with the customer he states he took the vehicle back to the dealership twice the second time he went back in for the no shift in to park he stated the dealership flashed the vehicle for the issue and so far its working, no light.

Customer states the dealership is wanting him lto eave the vehicle longer at the dealership so they can diagnose it to see if there is an electrical issue.

Writer informed him that since the dealership he is working with is in a different zone, writer is transferring him to LK248 to continue working with him further in regards to this case concern.

Customer has two open cases one is with JACK WOLF case manager LG766 is working.

Writer informed him that he will get a follow up call by the latest on 2/27

* * * * * CASE MANAGER TEAM - District U * * * * *

In Warranty

8 Original Owner, 8 Household

No Service Contract

Writer made attempt to contact customer at [REDACTED] Customer alleges took vehicle to dealership the transmission was acting up.

Malfunction indicator light would come in and customer was unable to get vehicle to shut off, and put in park. Customer alleges took to dealership and codes came on and dealership fixed the codes. Customer picked up vehicle and the malfunction indicator light came back on.

Writer advised customer to make an appointment at his convenience and

writer will call dealership to arrange for a rental at that time.

Writer made attempt to contact dealership 52382. Spoke to Roland Service Advisor SA. Writer advised will send over RA for customer to have rental. Writer will authorize rental from 02/29/12 through 03/05/12.

Writer will follow up later in the week to see if we have a diagnosis yet.

Writer made attempt to contact dealership 52382. Spoke to Roland SA.

Roland SA alleges they are just getting stored codes, but nothing new coming up. Roland SA alleges the customer is not pushing the button when he shifts. Roland SA alleges they are trying to get the stored codes active again so they can proceed with the repair. Writer advised will follow up on Monday. Writer also advised Roland SA that customer is in a rental until Monday.

Received voice message from customer on 3/1/12 at 9:48 am requesting call back.

Writer made attempt to contact customer back at [REDACTED]. Customer alleges the rental company wants to know why the rental agency is charging him taxes. Writer advised customer that we sent over the authorization and the rental should be paid in full. Writer advised for customer to speak to the dealership about this issue. Writer advised customer that we don't reimburse taxes. Customer understood and needed to speak to other case manager on a different case of his. Writer will transfer.

Writer made attempt to contact dealership 52382. Spoke to Roland SA, alleges vehicle is operating fine. Roland SA alleges no repairs have been made. Roland SA alleges they have test drove vehicle about 10 times and vehicle seems fine.

Writer will follow up with customer to see if vehicle is running okay.

Writer made attempt to contact customer at [REDACTED]. Customer alleges this issue is intermittent. Customer alleges has taken vehicle to dealership and they reset the codes, and the customer alleges picked up vehicle, and just down the road the engine light came back on. Customer alleges went to dealership on Saturday, his vehicle was just sitting outside. Customer alleges they were going to order a shifter but didn't.

Writer made attempt to contact customer at [REDACTED]. Left message.

Customer alleges took vehicle back and alleges customer has not had issues, and feels Chrysler expectations so far. Writer advised case would be closed at this time and customer agreed.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG5	CH		Open Date	02/16/2012	Built Date	12/08/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	01/13/2012	Mileage	1,700	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PWD	IVORY 3 COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	60448	BAYSHORE CHRYSLER JEEP DODGE					
Dealer Address	5225 I 10 EAST						
Dealer City	BAYTOWN			Dealer State	TX	Dealer Zip	77521
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BAYTOWN TX				1	Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Vehicle rolled out of park
Product - Drivability - Unknown - Other - Default	Vehicle rolled out of park

Briefly summarize why the customer is contacting Chrysler: Customer stated that he had parked the vehicle on a incline and had gotten out of the vehicle and walked to the other side of it and then the vehicle started to roll back. Customer stated that his wife had been on the inside and he just got in the vehicle in time before it went into traffic. Customer stated that he tried to duplicate the problem but he couldn't get it to. Customer stated that the vehicle is at the dealership for the issue.

Briefly summarize what the customer is expecting: Customer seeking to have complaint documented.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: Customer Declined

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 60448

Reassigned to 88F

***** CASE MANAGER TEAM - District U *****

In Warranty

1 Previous, 1 Original Owner, 1 Household

Service Contract

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer alleges the vehicle is at the dealership now.

Writer advised customer would call dealership and get some information of where his vehicle is at in the repair process.

Writer made attempt to contact dealership 60448, at 281-421-6000. Spoke to Jennifer Cashier alleges Charlotte is Service Advisor. Jennifer took writers information to have Charlotte SA to call writer back.

Writer contacted dealer 60448 and spoke to SA Charlotte who stated that they did not find any defects/problems or duplicate concern with vehicle. Dealer believes that customer did not put vehicle in park all the way but can't prove this.

Spoke with Jennifer-Cashier and indicated the vehicle was picked up and is no longer at the dealership. Charlotte-SA is off today.

Writer spoke with Mr. and advised his complaint about this situation he experienced has been documented. States the vehicle is operating fine now and the concern has not recurred. Advised customer to contact the dealership and Chrysler if this concern recurs in order for us to diagnosis and take action on whatever the dealership recommends. Advised customer his case (permanent file) will now be closed and invited him to call us back should any other issues arise in the future.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACGX	CH	Open Date	03/06/2012	Built Date	11/04/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	12/09/2011	Mileage	3,000	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	06347	NEWBURGH PARK MOTORS INC				
Dealer Address	200 AUTO PARK PLACE					
Dealer City	NEWBURGH			Dealer State	NY	Dealer Zip 12550
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MONROE NY				Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Customer Contact Complete

JD Power

Outbound IQS - Calling the customer to ensure they have no issues, questions or concerns with their 2012 CHRYSLER 300 TOURING FOUR DOOR SEDAN. Agent spoke with [REDACTED] and he stated that he just has a little bit of trouble shifting gears and does not know when he is in park sometimes. Other wise Jimmy was satisfied with his vehicle but declined to take the Chrysler customer service number. Customer contact completed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACGX	CH	Open Date	04/04/2012	Built Date	10/03/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	11/22/2011	Mileage	4,050	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PWD	IVORY 3 COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	23563	JACK WOLF CHRY-JEEP INC				
Dealer Address	1615 N. STATE STREET					
Dealer City	BELVIDERE			Dealer State	IL	Dealer Zip 61008
Owner						Contact Type E-MAIL
Address						Home Phone
	BELVIDERE IL					Country UNITED STATES

Recall - M08: GEAR SHIFT INDICATOR LIGHT BRIGHTNESS - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall
Referral - Other - Default - Default - Default	Agent referred customer to local dealer for proper diagnosis and repair
Product - Electrical - Lamps and Switches - Other - Default	Malfunction indicator and service transmission lights come on
Product - Transmission / Transaxle - Unknown - Hard Shifting - Default	Service transmission lights come on and will not shift into park

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

8 speed transmission

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

I have had my car to Ed Payne in Westlaco, Tx. four times for my transmission and it still isn't fixed. After driving awhile my malfunction indicator light comes on and then when I stop the service transmission light comes on and I can't get it into park. I can't leave the car or get in the trunk because the car won't go into park. After leaving it sit for an hour or so it goes into park on its own. The last time I had it to Ed Payne they had it for a week and I think all they did was reset the codes. I have been on vacation in Texas which is why I took it to Ed Payne. I am going back to Illinois soon so when I get back I will take it to Jack Wolf. Hopefully they can resolve the problem.

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2012 300.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.

In addition, our records indicate that the following recall campaign has not been performed by an authorized dealer:

Recall Number: M08

Description: GEAR SHIFT INDICATOR LIGHT BRIGHTNESS

Type: WARRANTY

Date Issued: 03/16/2012

Status: INCOMPLETE

We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG6	CH	Open Date	05/11/2012	Built Date	10/12/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	04/02/2012	Mileage	1,600	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44561	BROWN'S DODGE CHRYSLER				
Dealer Address	960 HILTON HEIGHTS RD STE B					
Dealer City	CHARLOTTESVILLE			Dealer State	VA	Dealer Zip 22901
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NELLYSFORD VA				Country	UNITED STATES

Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall	Agent informed customer of the M10 ABS/ESC WIRING recall
Dealer - Sales - Personnel - Discourteous/Rude - Management	Dealer I purchased my vehicle from treated me like a dumb person
Product - Body / Trim / Paint Finish - Body Hardware - Other - F. Door-Driver	Driver's side front door is a heavy door
Product - Electrical - Engine Wiring - Other - Default	High beams are too high.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	It's a little difficult to consistently get into Park & Reverse
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Arm Rest/Console	The use of crappy looking plastic to finish off the console is disapoint
Product - Steering - Steering Wheel / Column - Other - Default	steering wheel is only half leather
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	

CQI Survey Record Received - DATE : 05/11/2012

Survey Number : 793558

Quality Survey ID Number: 207965074

Survey Date : 05/10/2012

VIN Last 8 : CH

CQI Comments : Quality 434 361 2192

Survey says. 'Dealer I purchased my vehicle from treated me like a dumb person, (I have two degrees in engineering). Driver s side front door is a heavy door; when fully open, it is a stretched to pull it back. The use of crappy looking plastic to finish off the console as well as the rest of the interior trim is a disapointment. Wood or faux wood would have been much better for the 'luxury' interior as it would have put the 300 in the Audi/Infiniti competition. It s a little difficult to consistently get into park (E-shifter) Reverse (R). High beams are too high. My other car is an Infiniti G35X. The 300 doesn t measure up to the quality of the Infiniti. For example, the 'luxury' package on the 300 has cheap plastic trim while the Infiniti has wood interior trim. The Infiniti has a garage door opener as standard, the 300 requires that an additional package be purchased. (Dealer didn t tell me about this.) The 300 just doesn t have the quality feel.'

***** CASE MANAGER TEAM - District 88Z *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

. Left message.

2nd attempt made to contact customer. Left message.

The wife of the customer also noted in addition to the comment of the survey per lines 7 -21 that the steering wheel is only half leather while she wanted it entirely in leather. Agent thanked the customer for the feedback and asked to call Chrysler at 800 247-9753 should further

assistance be required.

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

Agent informed customer of the M10 ABS/ESC WIRING recall.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG9	CH		Open Date	05/18/2012	Built Date	09/30/2011
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	11/19/2011	Mileage	15,000	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	43173	DODGE COUNTRY, LTD.					
Dealer Address	1902 E CENTRAL TEXAS EXPRESSWAY						
Dealer City	KILLEEN			Dealer State	TX	Dealer Zip	76542
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	KILLEEN TX					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental while vehicle is in for repair
Dealer - Service/Body Shop - Personnel - Other - Service Advisor	Didn't reset oil change light.
Dealer - Service/Body Shop - Personnel - Other - Technician	Left oil prints on vehilce front hood and bumper
Corporate - E-Reimbursement - Default - Default - Default	reimbursement for rental
Product - Transmission / Transaxle - Unknown - Seizes, Sticks, Binds - Default	stuck in gear
Recall - M08: GEAR SHIFT INDICATOR LIGHT BRIGHTNESS - Advise Owner/Incomplete Recall	
Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer states that they bought a vehicle about 5 months ago. Customer states she is having issues with the transmission. Customer states she called the dealership and they are going to fix the transmission. Customer states that since she doesn't have a SC, she does not have a vehicle. Customer states that they are telling her she needs to pay out of pocket for a rental. Customer states she should not be faulted for the issue when it's recall work. Customer states that tomorrow is her sons birthday and she needs to have a vehicle in order to get around tomorrow.

Briefly summarize what the customer is expecting: Customer is seeking rental vehicle.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is Preferred Afternoon/Evening call back number is Customer email address for case updates: XXXXX@XXXXX.com Reassigned to 88R

***** CASE MANAGER TEAM - District R *****

Customer Original Owner/1 new/1 household/no service contract CONTACT UPDATE - 1st Contact attempt, phone number dialed, 512-930-7900 spoke to Service Manager Brian never been back to dealership since purchase of vehicle.

Customer calling needs a callback asap.

Customer disconnected because she thought she had an incoming call from the SM for the rental approval.

Writer dialed vehicle is non driveable is parked somewhere on a road and has not been towed to dealership. Customer stated will be towed to dealership 60196. Writer unable to authorize rental since not at a dealership. Writer indicated to customer if needing a rental over the weekend writer will do a reimbursement for rental. Customer understood and will contact dealership.

Called customer who advised writer that the tow truck went to pick vehicle up and when the tow truck got there the vehicle went into gear so

they advised the customer that they can not tow it customer would have to drive it to the dealership. Customer stated drove vehicle home and has not driven vehicle has it in the driveway. Customer stated afraid to drive vehicle because does not want to brake down again. Customer picked rental up on Saturday 5-19 at about 11:00. Writer advised customer to keep rental till customer can get vehicle into the dealership for a diagnoses. Customer stated has an appointment for 5-23. Customer stated that the 1st customer service person told her there was a recall on the transmission. Writer advised customer there are 2 recalls but does not show for transmission shows for GEAR SHIFT INDICATOR LIGHT BRIGHTNESS and ABS/ESC WIRING. Customer stated even the dealership advised her of transmission recall. Customer wanted to know about lemon law. Writer advised customer does not know too much on lemon law but thinks there has to be at least 5 repairs on the same thing for lemon law. Customer stated the problem has happened before and called dealership but when drove vehicle after sitting over night the problem went away. Writer advised customer to take in and will have case manager call her after getting diagnoses from dealership.

Spoke with Brian sm to check on customers appointment. Brian sm stated does not show an appointment for customer and customer live over an hour away so does not think customer would be going to his dealership. Writer advised customer will call customer and see what dealership customer going to.

Called customer back and customer advised writer to call her husband at [REDACTED] because he is the one making all the arrangements.

Spoke with customer at [REDACTED] to check on the dealership customer going to. Customer advised DODGE COUNTRY, LTD on 5-23. Customer stated this is his 1st new vehicle and wanted to know with the recalls and the transmission problem if he could trade vehicle in for another one just like it? Writer advised customer that would be up to the dealership but if customer is talking about a lemon law customer would have to have about 5 repairs on vehicle for the same thing but what Chrysler wants to do is see if the vehicle can be repaired 1st. Customer understood. Writer advised that the case manager will call the dealership on 5-23 to get diagnoses.

Spoke with Larry sm who stated no appointment.

Called customer back to verify dealership. Customer stated that Dodge Country is the dealership and there is no appointment was told to just bring in and when mechanic comes in at 8:00am will have vehicle looked at.

* * * * * CASE MANAGER TEAM - District U * * * * *

Original owner

Only vehicle

No household loyalty

Active basic 3/36 remaining 30 Months or 21,000 Miles

No SC

DEALER CONTACT - Writer called dealership twice. First time call was disconnected after pressing 0 for operator. Writer spoke with Service Manager Larry. (SM) states the customers vehicle is not there and the customer was put in a rental by previous agent. (SM) states he is going to obtain more information and call back.

Writer attempted to contact Service Manager Larry at dealership. (SM) out to lunch. Writer left CAC number and extension 66360 with receptionist requesting a call back.

Writer contacted dealership 3 times. First two times the phone was disconnected by dealership. Writer left voicemail for Darrin.

2nd attempt made to contact customer. Left message.

[REDACTED] called to speak with CM CL550. With customer's permission, writer transferred customer to CM's voice mail, as CM is not currently available.

EMAIL: [REDACTED]

Agent contacted customer and spoke with Mrs. [REDACTED] Customer states Mr.

[REDACTED] was calling for an update but he contacted the dealership and they advised him they can not fix the car. Customer requested agent to contact Mr. [REDACTED] on his phone at [REDACTED]

Agent contacted customer at [REDACTED] Agent spoke with customer. Customer states the Service Manager called him and advised him they could not duplicate the transmission concern but they are going to run more tests. Customer states the dealership is going to take care of the recalls while vehicle is there. Agent confirmed the customer's concern was the gear shifter being stuck in park. Customer states he should be able

to pick the vehicle up today and return the rental. Agent advised customer she will contact the dealership and get an update and contact him tomorrow. Customer understood.
Agent attempted to contact Service Manager Larry. Agent left voicemail requesting call back.

██████████ called to speak with CM CL550. Writer spoke with CM and warm transferred customer to CM CL550.

Agent spoke with customer. Customer states he has another question, dealership has not contacted him and the rental vehicle is due back today. Customer wants to know what to do? Agent advised customer we are providing rental on a reimbursement basis and he can extend his rental one more day. Customer thanked agent. Agent advised customer she is still waiting to get an update from the dealership.

Status update provided via email to the following email address:

██████████

I just wanted to let you know that we are still waiting for a update from the dealership on your case, I can assure you that we are working on your case and will follow up with you on 5/29 to let you know where we are with your case. Thank you for your patience with us at this time.

~Jessica~

End of Status Update

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66014.
Dealer Phone : 254-634-6767 Agent attempted to contact dealer Service Manager (SM) Larry Moody, however, SM not available. Was on hold for a long time and then talked to SA Walt who stated that came in for oil change and got stuck in park then two recalls were done.

Status update provided via email to the following email address:

██████████

HI

This is Brooke customer care at Dodge and would like to give you a quick up date to your case with us. Your Case manager is still working on your case and I will have some get back to you on 05/31. If you have any questions please call us at 1-800-763-8422. Extension 66360
Thank-you, Brooke.

End of Status Update

Attempted to contact customer, dialed ██████████. Mrs. ██████████ answered, writer identified herself, and the call was disconnected.
Caller ALBERTO ROSARIO requesting to speak with Case Manager returning call, had accidentally disconnected.

Case manager on another call will call her back ██████████ best to call for Mrs ██████████

Dealer Phone : 254-634-6767 Writer SA Will and he stated the vehicle was picked up 5-29-12

***** Below Customer Contacted for Documentation Request *****

██████████ on 2012-06-01 @ 11:27

Agent contacted customer to confirm repairs. Customer states the car is fine but has a couple complaints with the dealership. Customer states the dealership states they could not duplicate the transmission problem. Customer states there were oil prints all over the vehicle, the fender and the bumper. Customer states the dealership took a cap off in the middle console, a coin storage where the override lever is. Agent advised customer she will contact the dealership and advise them to put the part back in. Customer state the 'change oil light' is still on after they performed an oil change. Customer states he washed his vehicle so the prints are not on the vehicle any more. The pack of smokes in the vehicle as well, and he does not smoke. Customer asked about the reimbursement for rental. Agent advised customer to send in the documents so we can start processing the request.

Dealer Phone : Agent contacted dealership to speak to the Service Manager about customers concerns. Service Manager was unavailable, agent spoke with Service Advisor Walt. Agent expressed customers concerns with (SA). (SA) states the customer can bring vehicle in on Monday and he will reset the light and take a look at the console. Agent thanked (SA)

2nd attempt made to contact customer. Left message.

***** Customer Document Received *****

What has the customer requested?

Reimbursement for rental

If this is a Recall or Extended Warranty, enter the campaign number.

N/A

If this is for a previously made goodwill decision, what is that CAIR #?

N/A

Enter the Mileage at the time of the repair.

1500

Enter the Date when the repairs were completed.

5-29-12

What is the total cost of the Parts to be reimbursed?

N/A

What is the total cost of the Rental to be reimbursed?

\$360.27

What is the total tax to be reimbursed?

\$40.99

What is the total amount being reimbursed?

\$401.26

Customer Document Reviewed.

██████████ requesting to speak with Case Manager CL550. Writer advised the requested documents have been received. Once reviewed caller will be contacted. Caller declined VM.

Approved

Customer called in to speak with CM, Agent transferred customer to the Case Management line 800-763-8422 EXT.66360

Caller ██████████ states that he has requested to speak to case manager CL550. Caller states that he left voice mail for CL550. Caller stated that he was informed that case manager CL550 would not be in the office until 10:30 central time. Caller states that he wishes to have his vehicle repair issues addressed ASAP. Caller requested to speak to another case manager. Agent transferred caller to 1-800-763-8422 for further assistance.

Customer calls to speak with their Case Manager.

Writer advised CM doesn't arrive until 11:30 AM EST.

Customer requested another CM to assist.

Writer transferred customer to ext. 66014

Customer stated,

Dealership never fixed issues on vehicle, CL550 told customer to take vehicle to dealership. Customer let dealership know of all issues with vehicle, dealership told customer is going to have to pay a \$99.00 Diagnostics fee. Writer informed customer that writer can not assist with Diagnostics fees and that it is something that customer is responsible for doing. Writer informed customer that writer will re-open a case for customer and see what assistance can be provided to customer for new concerns.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG8	CH		Open Date	05/31/2012	Built Date	09/29/2011
Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	01/23/2012	Mileage	10,674	Dealer Zone	42	DETROIT	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	26764	BYERS CHRYSLER JEEP					
Dealer Address	465 S HAMILTON RD						
Dealer City	COLUMBUS			Dealer State	OH	Dealer Zip	43213
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	GROVE CITY OH					Country	UNITED STATES

Product - Electrical - Body Wiring - Other - Default	Customer alleges accident due to recall
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown	Customer treated Badly
Recall - M10: ABS/ESC WIRING - Parts Delay	parts not available

Briefly summarize why the customer is contacting Chrysler: Customer states he recently took this vehicle into a dealer because he has been having issues with his ESC. CAC advised customer there is a recall for this issue. Customer states he was treated badly at the dealer and when he took that into a dealer they did not have the part ready so they only inspected the vehicle. CAC advised customer that they do inspect the vehicle before they perform the repair and that sometimes the part is backordered due to the high demand. Customer requesting a call back about his part and the issues he is having with the dealer.

Briefly summarize what the customer is expecting: seeking his complains be noted and a call back

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: declined

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 26764

Reassigned to 88F

***** CASE MANAGER TEAM - District V*****

SM Tyler Brown or Kyler Brown. Left message.

SA Tyler Brown states that customer came in on 5/7/12 and was upset that they could not take him in right away. Service to vehicle was prior to recall announcement and therefore not addressed. Customer however did return yesterday and recall part was ordered. Part should be in approximately in one week.

Correction on line 22 Tyler is SA not SM.

Writer contacted custer. Mrs. states that vehicle was taken in about 2 weeks ago due to the problem. Customer states that when Mr. went to fuel vehicle vehicle rolled due to this issue and hit another vehicle. Customer does not trust vehicle due to this problem. CONTACT UPDATE - 1st Contact attempt, phone number dialed.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Information due to ESC problems

Briefly summarize what the customer is expecting:

Customer is requesting a call back as well as complaints to be noted.

****End structured narrative T2 - Beginning Narrative

Writer inquired as to injuries related to vehicle and customer stated she did not believe there were any.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,



machine

2nd attempt made to contact customer. No answer, No machine.

Called Owner and discussed his concerns. Vehicle has come out of park twice, and rolled away from him. Owner very concerned about the safety of the vehicle. Owner would like the vehicle completely checked out to assure this doesn't happen again. Owner states the vehicle was involved in an accident as a result of this, but insurance is involved, and vehicle has been repaired.

Called dealer, spoke to Ron, SM. Advised SM of situation. SM advises that this is a concern with the new transmission, and that drivers must be very alert when placing the vehicle in park. Advised dealer of owner's concerns, dealer will contact owner and invite him back to the dealer for a complete check up just to make sure everything is ok.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG5	CH		Open Date	07/22/2012	Built Date	06/22/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	07/09/2012	Mileage	310	Dealer Zone	32	NEW YORK	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	68406	MAJOR CHRYSLER JEEP DODGE					
Dealer Address	4401 NORTHERN BLVD						
Dealer City	LONG ISLAND CITY			Dealer State	NY	Dealer Zip	11101
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	NEW YORK NY 1					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	dealer unable to repair shifter problem
Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	issues with shifter
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:

Customer is calling and stating that they are having issues with there shifter in the vehicle .Customer is stating that the shifter gets stuck in park , the light on the dash comes on saying service shifter . Customer is stating that they have brought the vehicle to the dealership 2 times to be serviced for this problem and they are unable to fix the problem properly. Customer is seeking some assistance with getting this issues repaired properly . Customer is stating that the vehicle is at the dealership and has been there since thursday .

Briefly summarize what the customer is expecting:

Customer is expecting to have shifter problem resloved .

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is 1

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

Who has possession of the vehicle? dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 68406

Reassigned to 88F

***** CASE MANAGER TEAM - District T *****

Writer contacted the dealership at 68406 and spoke with Service Manager Carlos. Writer advised SM he is checking the status of the vehicle. SM stated he has a case with STAR on the shifter concern and he is waiting on a diagram from them to help get the vehicle repaired. Writer will follow up with the customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer stated lines 22-26. Customer stated he is currently paying for a rental. Writer stated as soon as the vehicle is fixed CDJ would require documentation and proof of payment and CDJ would reimburse for the rental. Customer is satisfied. Writer stated he will follow up with the dealership and the customer on Wednesday to check the status of the repair.

CAIR has been escalated to the I2R team for special handling.

calling to see what is going on with case. customer did get a call from MB1405 today. Writer advised customer that the case has been escalated to I2R for assistance. Writer provided customer the number of 800-215-6230 if customer does not hear from anyone. EMAIL: declined

Customer contacted writer through extension. Customer stated they would like to know what is going on with their case. Writer advised their case had been escalated to special handling and they should receive a call

back within one business day of it being escalated. Writer stated to call 801-215-6230 if they need to speak with them right away. Customer agreed. *** Lawrence Dunson with the I2R Customer Resolution Team is now responsible for this CAIR.

The owner's son () called in to state how frustrated he is with the multiple repairs on the vehicle. () filed the complaint. () stated that the car has been in for repairs three times. () is stating that the gear shifter is not working correctly on his vehicle. When he attempts to take the vehicle out of park, the lights on the gear shift go out and the 'P' (Park) indicator on the dash never moves to 'D' (drive) even though the actual gear shifter does move back and fourth. () advised that he was told by the dealership that there was an update for this issue but even after the update, () stated that he still received the same issue. () stated that he has been stuck for hours at a time due to this issue. () is requesting a new vehicle due to the multiple repairs on this vehicle. Currently the owner is in a rental (Chevrolet Impala) being charged \$45 per day. Contacting the dealership to change the rental to a CJD vehicle at \$35 day.***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Spoke with the service manager (ED) who confirmed that he has one repair order on file for the vehicle stalling at idle. The repair for this issue was a flash update. Ed will be faxing this information over.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

****Please disregard lines 63-67****

Contacted the dealership to authorize a rental for the owner. Was advised the service manager will not be in until tomorrow. Will callback tomorrow to speak with Carlos the service manager to authorize a rental. ***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and spoke with Carlos, the service manager who advised that the vehicle is currently at the dealership and they are consulting with STAR. Prior to this visit, the owner was in for one other repair for this issue, but the dealership was not able to duplicate the concern. Service manager advised that they are not a shelf authorizing dealership and they do not have a loaner vehicle available to provide. Currently the customer is not in a CJD vehicle and is paying \$45 per day for a rental. ***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Patricia Lilly called to check on the status of the vehicle. Advised that I am going to have TAPS (Escalated Technical Team) review the case to see if any additional assistance is needed on the repair and will go from there. The owner stated she was upset because the vehicle has been in the shop more than it has been on the road and the monthly payment for the vehicle is due very soon. Offered to reimburse the customer for a monthly payment. Advised the owner to send a copy of her contract showing the monthly payment. I called back a left my fax number of 972-652-3590 on the owner's voicemail. The owner stated that if she isn't available to speak with Shawn regarding the status.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

***** Following Corporate Resource has been contacted *****

TAPS

on 2012-07-25 @ 12:45

****I2R TAPS Escalation Request****

Hot: This issue is a repeat concern, STAR has been involved in the past, please escalate to a FTS or Maser Tech

CAIR ()

Customer Name: ()

VIN: CH ()

Mileage: 400

Dealership: Major Chrysler Jeep Dodge

Dealer Code: 68406

Dealer Phone: (718) 937-3500

Dealership Contact Person: Carlos

Vehicle Issue: Gear Shift stick is moving but the transmission is not moving out of Park

I2R Coordinator: Lawrence Dunson

Contact Number: 972-652-3441 or 888-542-7239 ext. 441

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

[REDACTED] called to check on the status of the vehicle. Advised that I am going to have TAPS (Escalated Technical Team) review the case to see if any additional assistance is needed on the repair and will go from there. The owner stated she was upset because the vehicle has been in the shop more than it has been on the road and the monthly payment for the vehicle is due very soon. Offered to reimburse the customer for a monthly payment. Advised the owner to send a copy of her contract showing the monthly payment. I called back a left my fax number of 972-652-3590 on the owners voicemail. The owner stated that if she isn't available to speak with [REDACTED] regarding the status.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Patricia Lilly called callback to check the status of the vehicle. The owner advised that she needs to know what to tell enterprise as far as how long it is expected that they will need the vehicle. Advised that I would follow up on the TAPS case submitted a callback, Patricia advised that when I callback to speak with Shawn.

Contacted the dealership and spoke with Carlos, Carlos advised that they still did not have a loaner to provide, and if the owner needed a rental they would have to pay up front and be reimbursed.

Called and spoke with Shawn. Asked [REDACTED] was it ok if they remain in the current rental and be reimbursed once their vehicle is returned to them. Shawn advised that as long as they are reimbursed, he will be fine with keeping the rental that they have now. ***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

The owner called and stated that he is frustrated because he has been to the dealership and it appears that they have done nothing with the vehicle, the owner advised that at this point because the vehicle was been in the dealership more than on the road, he wants to be taken out of the vehicle. Advised that I would present his offer in the board meeting on 7/30/12. ***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

7/30/12: Sent email to dgd: 'We submitted a TAPS request to the Transmission Group on 7/25 and TAPS responded as follows: 'I contacted the dealer spoke to Adolfo. Sounds like the vehicle has a buss problem. Codes that set keep changing. This may need to be transferred to the electrical group.'

With that said, the CAIR system will not accept a second TAPS request, so can you please forward this TAPS request to the appropriate TAPS (Electrical) Group...

****I2R TAPS Escalation Request****

This is a I2R case and should be escalated for special handling.

CAIR [REDACTED]

Customer Name: [REDACTED]

VIN: CH [REDACTED]

Mileage: 400

Dealership: Major Chrysler jeep Dodge

Dealer Code: 68406

Dealer Phone: 718-937-3500

Dealership Contact Person: Carlos

Vehicle Issue: Gear shift stick is moving but the transmission is not moving out of park

I2R Coordinator: Lawrence Dunson

Contact Number: 972-652-3441 or 888-542-7239 ext. 441'

.***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Escalated to MB981, for TAPS case to be sent to electrical. Received owners proof of monthly payments, sending to prove reimbursement of monthly payment in the amount of \$642.02***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Left message and sent email to AWV2 to offer assistance with taking owner out of rental. ***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

7/30/12: Received email from tjb16: 'Mikelyn, There are/were two STAR cases open. It appears you were looking at the first, I [REDACTED]. Please look at case [REDACTED] See Kerry's note below. '

From: Kerry Murawski

Sent: Monday, July 30, 2012 1:36 PM

To: Timothy Bauer; Murphy Palmer; Phil Campau

Subject: RE: TAPS: CAIR [REDACTED] VIN# CH [REDACTED]

'Tim, Looks like only one of the 2 cases was read. I have included the second case below. Looks like we have the tech chasing a buss issue with the doors. If the door inputs are not working correctly, the trans will not engage for safety reasons.'

.***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

7/30/12 Emailed tjb16 requesting to process the customer s payment reimbursement in the amount of \$642.02. Follow up regarding reimbursement on 8/1/12. CM

Customer states they are seeking to speak someone higher in the corporation. Agent advised their case has already been escalated to the CM team and is currently being worked on. Also advised of lines 191-195 and offered to transfer customer. Customer declined transfer. Agent advised again of lines 191-195. Customer disconnected.

***** Below Customer Contacted for Documentation Request *****
tjb16@chrysler.com on 2012-07-30 @ 16:36

***** Below Customer Contacted for Documentation Request *****
tjb16@chrysler.com on 2012-07-30 @ 16:42

Check approved.

The owner called to check on the status of the vehicle. I advised that per the last notes in the STAR case we are waiting on the dealership to respond as to if they received the codes noted. The owner advised that it appears nothing is being done. I advised that I would speak with the dealership and advise them to respond. The owner advised that she does not want to continue paying for a rental while waiting on the repairs. Contacted the DM, to see if there was a way to take the owner out of the rental vehicle that they are paying for and place them in a rental provided by the dealership. The DM advised that the dealership s policy is that the owner pays up front for the rental and is reimbursed later. If the owner is in need of a vehicle while her vehicle is in the shop, she will need to continue to pay up front and a reimbursement can be processed once she is taken out of the rental. Advised the owner this information. Advised the owner that the dealership will need time to respond in STAR.

Called the dealership and spoke with the service manager, Carlos. Advised Carlos that the last notes in STAR were updated on 7/26/12 and that the service tech needs to respond in STAR to move towards a resolution. Carlos advised that the tech was working on the vehicle today, but he will have the tech update STAR in the morning when he returns.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

***** Customer Document Received *****

Check received and sent to customer through US Mail.

Called the dealership and spoke with Carlos the service manager and the technician, Adolfo. Adolfo advised that since the vehicle has been into the dealership, they have not experience any issue with the transmission not shifting out of park. Adolfo stated that the vehicle is running smoothly. Currently there are no active codes. Advised the service manager that since we have not been able to duplicate the concerns to schedule an appointment for the owner to test drive the vehicle with the service manager so that he can see that the issue is not being duplicated. Carlos agreed that there was no further action needed, and he agreed that before releasing the car, he would test the vehicle.

8/1/12 Received email from tjb16 confirming customer s payment reimbursement in the amount of \$642.02 has been issued and mailed to the customer. CM

Advised the owner that the payment was mailed. Will follow up after test drive.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

The owner called and left a message advising that the check engine light has come back on so the vehicle is being taken back to the dealership. Spoke with the owner. The owner stated that he picked the vehicle up on 8/2/12. The owner stated that later on in the day, the check engine light came on. The owner advised that he did not have the issue regarding the gear shift but he took the vehicle back to the dealership on 8/3/12 because of the check engine light. The owner stated that the check engine light was not on when he arrived at the dealership. I asked the owner if he test drove the vehicle prior to leaving the dealership on 8/2/12. The

owner stated that he did not test drive the vehicle. I advised that the vehicle was in the dealership for two weeks and per the dealership they were not able to duplicate his concerns. I further advised that if the check engine light was not on when he dropped the vehicle off on 8/3/12, the dealership may not be able to address the concern. The owner stated that the dealership doesn't drive the vehicle like he does and that's why they can't duplicate the concerns. I reminded the owner that the plan of action given to both him and the service manager, Carlos, was that prior to leaving to test drive the vehicle to ensure he didn't notice any issues while he was driving. I advised that my next plan of action to the dealership is to confirm that they have driven the vehicle prior to returning it to him if the determination is that they are still unable to duplicate. The owner advised that he has pictures of the mileage and the check engine light on. Upon returning the vehicle, the owner stated that there was a little more than 433 miles on the vehicle. Called and spoke with the foreman, Mike. Carlos the service manager is on vacation. Mike advised that he sees nothing wrong with the vehicle and the check engine light is not on. Advised Mike to check for active codes and respond in the STAR case before moving forward with anything else. Mike advised that he would try to get to check the store codes this afternoon.

The owner submitted a rental receipt for the rental from 7/19-8/2.

Advised the owner that on the claim information it shows Major Chrysler. Advised that I would speak with the dealership to verify if they are reimbursing the owner for the rental or if I need to. Called the dealership and the warranty admin is not in the office today.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called the dealership and spoke with Mike the shop foreman since the service manager is still on vacation. Mike advised that there are inactive codes showing to be related to the door module. Advised Mike to respond his findings in the STAR case. Further advised that the owner feels that the dealership has not driven the vehicle enough to duplicate the concerns. Mike advised that he will have the technician working on the vehicle has a 100 mile trip from home to work so he will have the technician get permission for the owner to take the vehicle home with him to try to duplicate the concern.

Called and spoke with the warranty admin (Bryan) to ensure the owner wouldn't be reimbursed for the rental by I2R as well as the dealership. The rental receipt shows the dealership information along with the customer information. The warranty admin confirmed that they will not be submitting the claim for the rental. Advised that I would request reimbursement for the rental as the owner paid out of pocket for the rental.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

8/9/12 Emailed tjb16 requesting to process the customer's payment reimbursement in the amount of \$755.21 for rental. Follow up regarding reimbursement on 8/13/12. CM

Received a voicemail from [REDACTED] requesting a callback. Called [REDACTED] and was advised that it was the wrong number. Called [REDACTED] and left a message.

Called the dealership and spoke with the service manager. The service manager advised that the vehicle has been driven 170 miles and they have seen no issues. The check engine light has not come on and there has been no issue with the gear shift.

***** Below Customer Contacted for Documentation Request *****
cmackey@impartialservices.com on 2012-08-14 @ 10:49

8/13/12 -Check created in CAIR 2 [REDACTED] received and sent to customer through US Mail.

8/14/12 Received email from tjb16 confirming customer's rental payment reimbursement in the amount of \$755.21 has been issued and mailed to the customer. CM

Called and spoke with Mike at the dealership. Carlos the service manager is not expected back until 8/20/12. Mike advised that the vehicle was returned to the owner on 8/10/12. Mike advised that TAPS representative has called and wants to check the y tech system for the stored codes. Owner expected to bring vehicle back in on today.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and spoke with the owner Patricia Lilly on 8/15/12*. Advised

that the rental reimbursement was sent in the amount of \$755.21. The owner advised that she has taken the vehicle back to the dealership and the technician did confirm that the check engine light was on. I advised that now that the dealership has been able to see the issue, I will make sure that the escalated team is involved on finding the repair.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

DM called to verify owners complaint. Advised that the owner stated that she can move the gear shift but the car will not move. The DM advised that when he spoke with the dealership the owner stated that the vehicle will not come out of park.

> Called the owner and asked 'are you able to place your hand on the gearshift and move it back and fourth' the owner advised yes and the vehicle will not move.

>Called the DM and provided this information.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called DM and it appears there are phone issues his number. The line was disconnected. Sent DM follow up to check the status of his findings.

Awaiting DM response.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and spoke with the service manager Carlos who advised that the Shift Module has been ordered and is due in to the dealership on 8/23/12.

CAIR ESCALATION CLOSURE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Called and spoke with Carlos and advised that the vehicle is ready to be picked. Carlos stated that he believes the issue has been resolved once and for all. Advised that I would follow and keep him posted on the status.

>Called and spoke with Mrs. Lilly advised that I have spoke with the dealership and the service manager has confirmed that the vehicle is ready.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and spoke with the service manager who confirmed that the vehicle was picked up on 8/28/12. The owner is currently testing driving vehicle already advised owner that I would follow up once she has had a chance to confirm that the vehicle has been repaired.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and left a message for the owner advising that I wanted to check the status of the vehicle.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and spoke with the owner to check the status of the vehicle. The owner stated that as of now the vehicle is working. Offered the owner the 5 year 60,000 Added care service contract. The owner stated that she would callback to let me know if she is interested.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and left a message for the owner to callback in regards to the CRO offer.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and left a message for the owner at [REDACTED] well as [REDACTED] 1 advising the owner to callback in to the conversation we had on 9/5/12. Advised that I wanted to speak to the owner to see she if she interested in the offer made. Advised the owner to follow up with me.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Closing CAIR as customer failed to follow up. The owners concern was that the Gear Shift stick is moving but the transmission is not moving out of Park. The vehicle was repaired and picked up on 8/28/12. As of 9/5/12 the customer stated that the vehicle was working ok. Sent the owner a monthly payment reimbursement in the amount of \$642.02 (mailed to customer 8/1/12)and a rental car reimbursement in the amount of \$755.21 (mailed to customer on 8/14/12). Offered the owner the 5 year 60,000 Added care \$0 deductible service contract as a final CRO. The owner advised that she would follow up on the offer. Left a message for the owner on 9/6/12, 9/7/12 and 9/10/12 and did not received a return call. Unable to confirm

if the owner is satisfied with the repair.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG1	CH	Open Date	07/23/2012	Built Date	01/09/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	06/25/2012	Mileage	500	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PTW	LUXURY BROWN PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	64804	CRYSTAL CHRYSLER DODGE JEEP				
Dealer Address	2077 HIGHWAY 44 WEST					
Dealer City	INVERNESS			Dealer State	FL	Dealer Zip 34450
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HERNANDO FL				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Slips - Default	gear shifter slipping
Corporate - Roadside Services - Warranty - Towing - Default	transfer to towing assistance

Customer called stating that his car has less than 1000 miles. Customer stated that his vehicle alarm was going off and he could not move the vehicle out of neutral. Customer stated that when he tried to move the gearshift into another gear, it snaps back. Customer states that it won't go into park. Customer called CRYSTAL CHRYSLER DODGE, who told him to call Chrysler. Customer states that he has to have a vehicle to get to the hospital for treatment.

Agent called dealer at 352-726-1238 and spoke with Nick, SM, who informed agent that the customer can get the vehicle towed to the dealership and they will diagnose the problem for him. Agent transferred customer to Cross Country Motor Club for towing assistance 800-521-2779.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG8	CH		Open Date	07/26/2012	Built Date	04/11/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	05/16/2012	Mileage	4,300	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	45346	ROB LAMBDIN'S UNIVERSITY DODGE					
Dealer Address	5455 S UNIVERSITY DR						
Dealer City	DAVIE			Dealer State	FL	Dealer Zip	33328
Owner						Contact Type	TELEPHONE
Address						Home Phone	
HOMESTEAD FL						Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Gear shifter stuck in drive
Corporate - CNA Change - Default - Default - Default	Update personal information

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Caller Mrs. [REDACTED] states that the vehicle gear shifter is stuck in drive. Agent advised caller that the vehicle will need to be towed to dealership. Caller states that they pulled a fuse to stop the engine on the vehicle. Agent offered to call roadside services for further assistance, however caller declined. Agent provided caller with roadside services for further assistance if required. 1-800-521-2779.

Agent also updated personal information.

Briefly summarize what the customer is expecting: Caller expecting assistance with the vehicle gear shifter stuck in park issue.

CORRECTION TO LINE ABOVE

Caller expecting assistance with the vehicle gear shifter stuck in drive issue.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH6G6CH1	Open Date	08/16/2012	Built Date	11/09/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
In Service Dt	01/23/2012	Mileage	9,002	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PBV	BLACKBERRY PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			
Dealer	60474	CHAMPION OF DECATUR, INC			
Dealer Address	3831 HIGHWAY 31 S				
Dealer City	DECATUR		Dealer State	AL	Dealer Zip 35602
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	TRINITY AL			Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Other - Trunk/Deck Lid/Hatch	Scrape on the bumper.
Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	Sticking in some gears and displays the wrong gear.

Briefly summarize why the customer is contacting Chrysler: Customer states that she is having a problem with the shifter in her vehicle. Customer states the dealership has attempted to repair the problem but the new part that they ordered was faulty and the old shifter had to be re installed. The customer stated that the shifter did not display the gear that it is in and when she parked her vehicle in her garage she thought it was in park but it was not and the vehicle rolled back into the garage door and scratch the bumper. The customer also says the dealer told her the recall was completed.

Briefly summarize what the customer is expecting: Customer seeking to have her bumper repainted.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 60474

Reassigned to 86H

***** CASE MANAGER TEAM - District ? 96 Å™ *****

Status update provided via email to the following email address:

Hello,

My name is Franc and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Vehicle: 2012 DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN

Your VIN: 2C3CDXH6G6CH1

CASE #:

The Chrysler Case Management telephone number is: 855-525-5085

My Direct Extension: 4720323

My work hours: Monday-Friday 9:00 AM 5:30 PM Eastern Time

I will contact you within one business day from today by telephone to review your case with you.

Thank You,

Franc

Chrysler Assistance

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

CM spoke to customer. Customer states about a month ago, shifter on vehicle started sticking. Customer states just recently, vehicle was

parked in garage and moved in reverse even though shifter was in park. Customer states they took vehicle to dealer 60474 where they ordered parts for shifter and performed a recall. Customer states she dealt with SM Barry. Customer stated she was told by SM to call Chrysler to make them aware of situation and also because of part backorder. Customer stated she had all CM info through email. CM advised more research is necessary. CM thanked customer. Ended call.

CM dialed dealer 60474, spoke to SM Barry. SM states gear selector is on order for customer concern. SM states he will consult to goodwill bumper paint finish, he agrees this may be a result of the gear selector improperly operating. CM provided contact number, extension, email address. SM provided email address:

barry.bannister@championofdecatur.net. SM to email part number of gear selector. CM thanked SM. Ended call.

Hi Barry,

This is my email, you can email me that part number and we can keep in touch this way if its faster and easier for you, my number is in the mail if you need to reach me that way.

Thank You!

Franc

Case Manager

Chrysler Assistance Center

Hours: 9:00 AM-5:30 PM Monday-Friday Eastern Time

TEL: (855) 525-5085

EXT: 4720323

FAX: (248) 799-0820

CM dialed customer at [REDACTED] spoke to customer. CM advised customer parts are on order and will see what can be done about bumper paint scratch. CM advised dealer will notify when parts are in. CM thanked customer. Ended call.

CM dialed dealer 60474, spoke to SM Barry. SM states customer is bringing in vehicle on 8-24 to replace shifter. SM states at that time they will look at bumper pricing as well. CM thanked SM. Ended call.

SM left message, provided email barry.bannister@championofdecatur.net, requested call back or email.

Hi Barry,

I received your message. I ve got narrative in the case already, what we talked about the shifter causing damage to rear bumper. You should have no issues, let me know any questions for me or how I can help you.

Thank You!

Franc

Case Manager

Chrysler Assistance Center

Hours: 9:00 AM-5:30 PM Monday-Friday Eastern Time

TEL: (855) 525-5085

EXT: 4720323

FAX: (248) 799-0820

CM dialed dealer 60474, SM was out for the day. SM left SA Gill in charge. CM spoke with SA Gill. SA Gill states shifter has been received and estimate is pending for bumper repair. CM provided email, contact number and extension for an update. CM thanked SA. Ended call.

REASSIGNED TO BC/DLR 66 60474 08/28/12 11:09 O 2 [REDACTED]

CM dialed dealer, spoke to SM Barry. SM states estimate from body shop for rear bumper repair is 698.92. SM states will submit pictures through digital imaging. CM and SM agree bumper damage was a direct result of the inoperative shifter, it went reverse and hit customer garage door. SM states will update CM with new info. CM thanked SM. Ended call.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the

limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital

Imaging process or the Powertrain Service Center you will need to

follow all associated processes and requirements for claim approval including tech training requirements.

#####

*Contact Date:08/29/2012

Dealer goodwill repair is documented on Repair Order#

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 8/29/2012 AT 07:59:093 R

CM dialed dealer 60474, spoke to SA JT. SA states SM unavailable, but SA is familiar with customer situation. SA states shifter replaced and vehicle is going to body shop today for rear bumper. CM thanked SA JT, advised will speak with SM later today or tomorrow. CM ended call.

CM dialed dealer 60474, spoke to SM Barry. SM states he spoke to the customer yesterday, advised vehicle in body shop for bumper and will be completed today or tomorrow 9-7. CM thanked SM. Ended call.

CM dialed dealer 60474, spoke with SM Barry. SM states customer vehicle repaired and they are picking vehicle up today. CM thanked SM. Ended call.

CM dialed customer at 8, left message. CM advised that call back is not necessary if customer is satisfied with repairs. CM advised if any more concerns please contact. Case will remain open for 7 calendar days then be closed. CM provided contact number, extension, hours of operation, and case number. CM thanked Customer. Ended call.
CLOSED LOOP UPDATE - no additional follow up needed-in-warranty repairs complete.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG8	CH	Open Date	08/22/2012	Built Date	04/10/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	05/31/2012	Mileage	5,864	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	45538	BOB MOORE CHRYSLER DODGE JEEP RAM				
Dealer Address	4627 S MEMORIAL DR					
Dealer City	TULSA			Dealer State	OK	Dealer Zip 74145
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OWASSO OK				Country	UNITED STATES

Product - Electrical - Battery - Other - Default	Owner states battery light keeps coming
Product - Transmission / Transaxle - Unknown - Improper Shift - Default	When thinking vehicle is in park will go into reverse start to roll back
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown	

CPS Survey Record Received Date: 08/22/2012

Survey Number : CH26031003

Quality Survey ID Number: 214291046

Survey Date : 08/17/2012

VIN Number : 2C3CDXHG8CH

Mapping Class : Legal

Event Type : 1st Service customer pay

CPS Score : 7

***** CASE MANAGER TEAM - District 88Z *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Left message.

2nd attempt made to contact customer Call was answered and ended on writer.

Writer contact customer. Owner states is concern is when he is thinking vehicle is in park but its in reverse it will start to roll back, battery light keeps coming on. Owner had vehicle there at dealership but they reset codes and did not diagnosis vehicle very well.

Owner stated that Sales Manager Jason contact him and informed him to bring vehicle back so they fully diagnosis vehicle. Owner informed writer that he has not been to get vehicle back due to owner uses vehicle a lot writer offered case number and brand number if owner returns to dealer owner decline.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG5	CH	Open Date	08/23/2012	Built Date	11/25/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	01/03/2012	Mileage	6,521	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PTW	LUXURY BROWN PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	82702	PRODUCT QUALITY RESEARCH CENTER				
Dealer Address	2021 EXECUTIVE HILLS BLVD.				CIMS 400-00-03	
Dealer City	AUBURN HILLS			Dealer State	MI	Dealer Zip 48326
Owner					Contact Type	LETTER
Address					Home Phone	
	WATERFORD MI				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	
Product - Unknown - Unknown - Accident - Default	
Referral - Top Care - Executive Team - Default - PQRC / QEC	

JMS201-advised arrangement was for PQRC; while approved JMS201 asked to hold off contact to customer. RWT6 also advised not to directly handle w/ customer. Customer's email was placed in scan bin for imaging. Customer alleges a concern with the e shifter on his Chrysler 300. Customer alleges that the e shifter functioned incorrectly causing the vehicle roll out of gear and allegedly injure his wife (Mrs. [REDACTED]) as a door ran her over. Lisa Clement at the QEC team was contacted today; she explained owner is an employee and is bringing vehicle over to PQRC, Physical Location will be at:
Chrysler Group LLC
Quality Engineering Center
2021 Executive Hills Blvd
Auburn Hills, MI 48326
on Aug27th@ 8:30 am its scheduled appoint.at QEC Writer instructed to send file to 82S for further review based on injury claim.
Service (PQRC) was advised to not repair vehicle immediately.
Unable to reason code this CAIR under 'Accident' Per Lisa Clement at PQRC she claims during scheduling Customer also made the comment that allegedly this vehicle injured his wife and rolled out of gear hitting another vehicle (no other information regarding the other vehicle was offered).
Current location is with owner on 8/24

WATERFORD, MI

08.24.12

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT: RESIDENCE

WATERFORD MI

Per OGC Matrix, reassigned to 82T. MG17
PQRC, Physical Location will be at: ON MON 08.27.12
Chrysler Group LLC
Quality Engineering Center
2021 Executive Hills Blvd
Auburn Hills, MI 48326
Per OGC Matrix, reassigned to 82T. MG17
Top Care customer first contact was 08/24/12 at 13:12 by MFY

Top Care follow-up contact was 08/24/12 at 13:12 by MFY
8/24/12 ASSIGNED TO MJK32. PAG
CCRG Open Date: 08/24/2012 11:36:33
POSTMARK DATE: 082412; DATE RECEIVED: 082712
Letter Sent: Acknowledgement 08/27/2012 10:18:50

09.11.12

Sent message to legal for an update
> 09.13.12 emailed legal for update
Ok just spoke to Ron
he said they are still investigating
but should know something soon
so we don t have an update
might not today
we are waiting on engineering

09.17.12

Customer Call Back Seeking update on 82T -
Phone# [REDACTED]
Per OGC Matrix, reassigned to 82T. MG17
9/17/12 UPDATED CCRG FILE & CASE MANAGER. PAG
that vehicle at QEC
we finally got the report back
it s a denial
and customer is picking it up today
Letter Sent: Denial 09/20/2012

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG1	Open Date	09/21/2012	Built Date	05/17/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
In Service Dt	08/10/2012	Mileage	600	Dealer Zone	35 WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			
Dealer	45258	CARMAN DODGE, INC.			
Dealer Address	196 S DUPONT HWY				
Dealer City	NEW CASTLE		Dealer State	DE	Dealer Zip 19720
Owner	J			Contact Type	TELEPHONE
Address				Home Phone	
	WILMINGTON DE			Country	UNITED STATES

Dealer - Unknown - Unknown - Courteous - Default	Customer stated he has always received great service from dealer 45258
Corporate - Service/Owner Manuals - Default - Default - Default	Customer stated it would be nice if the manuals had fold out tabs
Product - Unknown - Unknown - Happy - Default	Customer was very happy with all of the features included on his vehicle
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Survey indicates shifter needs to be smoother in operation.
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	

CQI Survey Record Received - DATE : 09/21/2012

Survey Number : 958925

Quality Survey ID Number: 216129640

Survey Date : 09/20/2012

VIN Last 8 : CH

CQI Comments :

***** CASE MANAGER TEAM - District Z *****

Survey comments indicate: 'redesign was great, shifter handle needs to be smother in operation.'

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer confirmed information as noted from the survey and asked customer if he had anything else that he would like to add.

Customer stated he tends to want to put the vehicle into park when he is sitting at a stop light and he has found that at times it was difficult to get it back into drive. Customer stated he did not know if the shifter was all electrical now or if it was still a cable, but he thought he would mention it. Writer advised customer there are a lot of features on the vehicle that are electronic now and can be updated with software changes. Customer stated he has the 8 speed automatic with the sport package, just the very base model and he was surprised at all the features that are on his vehicle. Customer stated he likes all the electronic stuff and is glad that they came back with the lights on the doors that illuminate the area you are stepping out of the vehicle to. Customer stated he also likes the LED lighting around the doors and the gauge on the base model totally surprised him as well. Customer stated he was scrolling through the electronic gauge in the middle that gives all the information like miles to empty and the trip counter, when he found it also provides information about the engine performance. Customer stated he even called his salesman to say how impressed he was. Customer stated he thinks fold out tabs in the owner s manual would be helpful. Customer stated they did a good job however editing the manual and making it a more manageable size. Writer advised customer writer would forward the suggestion and advised writer was glad to hear he liked

the vehicle so much. Customer asked when they were going to put the V-8 engines in the other models and stated he had heard a rumor that they were having problems getting them to fit. Writer advised customer writer cannot say because the CAC is not advised of this type of information unless the information is being released to the general public, at which time the CAC is notified in the event customer s call with questions. Customer stated he calls into a local talk show and when he told them he had just bought the vehicle they wanted to test drive it. Customer stated when he went on the test drive with the host of the radio show and his engineer they were both impressed at the handling of the vehicle. Customer stated he has been completely overwhelmed by the features the vehicle has for the base model and wanted to say that the engine is unbelievably smooth and the handling with the sport package is great. Customer stated he loves the gas mileage he is getting on the vehicle and can hardly wait to take it on a longer trip. Customer provided information about his previous 2005 Dodge Magnum and the gas mileage as well as how disappointed he was when it was discontinued. Writer advised customer writer would forward the suggestions he has and advised customer one reason the surveys are sent out is to receive feedback about what improvements can be made or what customers like/dislike about the vehicle. Writer advised customer the information remains on file as a permanent record even though he has completed the survey and it is closed out. Writer advised customer the dealership is always the best contact for any mechanical concerns he may have, however anytime he has questions or concerns he was welcome to call the CAC and the number could be found on the website or in the owner s manual. Customer stated another thing he was impressed with is that when he began looking for another vehicle he went online to Mopar in order to see what accessories were available and had called the number to ask a few questions and they were very helpful. Customer stated he would also like to say that he has always loved the dealership and they really do bend over backwards to help him. Customer stated he even spoke with the owner of the dealership about the service he has received as well. Writer advised customer writer was glad to hear that he has received such great service at the dealership and advised writer would note the information as well.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG5	CH	Open Date	09/27/2012	Built Date	05/24/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	07/16/2012	Mileage	3,300	Dealer Zone	74	DENVER
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44378	LANDMARK DODGE INC				
Dealer Address	1900 S NOLAND RD					
Dealer City	INDEPENDENCE			Dealer State	MO	Dealer Zip 64055
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	INDEPENDENCE MO				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Survey indicates concern with vehicle getting stuck in park.
Dealer - Service/Body Shop - Transaction - Other - Default	Survey indicates dealership was not able to find anything wrong.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Dealer - By-Pass - Default - Default - Default	

CPS Survey Record Received Date: 09/27/2012

Survey Number : CH27123903

Quality Survey ID Number: 216495343

Survey Date : 09/26/2012

VIN Number : 2C3CDXBG5CH

Mapping Class : Dealer

Event Type : 1st Service customer pay

CPS Score : 10

***** CASE MANAGER TEAM - District Z *****

Survey indicates customer is upset with a few problems they have had with the vehicle and the customer does not believe the dealership did their best to address the concerns. Survey indicates the vehicle was stuck in park and after waiting for two hours for the tow truck the customer discovered there was an override in the owner's manual, however he did not have a screwdriver with him. Survey indicates the customer was advised by the dealership that they could not find anything wrong with the shifter and that they had not had any other 2012 vehicles come in with the problem.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer confirmed information as noted from the survey and asked customer if he had experienced any additional concerns since the last incident. Customer stated the concern has happened one more time, however with the safety release button that has a lanyard attached internally to get the vehicle out of park. Customer stated he was advised that the 2007 and 2008 models had this same problem; however he was the first the dealership had seen with this problem in a 2012.

Customer stated he has put about 2,700 miles on the vehicle and he is already having problems two and a half months since he purchased the vehicle. Customer stated it was about 3 weeks ago that he initially had the problem with the shifter and it was a couple hundred miles later that he experienced the concern again. Customer stated he does not understand what the lemon laws are in his state and he is just concerned that if there are no other customers with this concern that he is going to be stuck with a vehicle that will continue to have problems. Writer advised customer writer can understand his concern; however writer is not able to provide any information to him about the lemon laws for his state.

Writer advised customer he can contact his Attorney Generals office for

more information about the lemon laws for his state. Writer advised writer cannot say that there are not other customers having the concern because writer can only speak of the surveys writer has received and in those surveys this is the first concern writer has heard about the shifter getting stuck in park. Writer advised customer writer will document that he had this concern with his vehicle. Writer advised customer the information remains on file under the VIN even though the survey is completed and closed out. Writer advised customer if there are any notifications in regards to the vehicle he will receive a notification via postal mail and writer updated his mailing address. Writer advised customer of the reference number and contact number for the CAC in the event the customer has future questions or concerns the dealership is not able to assist him with. Writer advised customer the information would become a permanent record under the VIN and reference number even though the survey was being closed out.

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

CAIR has been reopened and escalated to the I2R team for follow-up.

*****Kim Anderson with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Kim Anderson at 888-542-7239, extension 440. Thank you.*****

10/5/2012 KA286

Called owner and left voice mail to call about vehicle.

>Initial call with owner and he is frustrated with new vehicle needing repairs. Said it has gotten stuck in park a couple of times but when it is at dealership, they can not duplicate. Said he has since learned there is a override lever next to shifter to manually use when this happen. He stated he loves the vehicle but does not want to keep having issues with it; wondering if problems will persist. Explained to him what we do and gave him phone number. He said he also had issue with dash; a piece on the driver s side popped off. Landmark ordered him a part a couple of weeks ago and told him it would be there in a couple of days but he has not heard back from them. He also had a paint issue but dealership took care of that. I explained to him I wanted to gather his RO s and speak to dealership. Also that there is a STAR team we can escalate to for assistance and explained what that was. Told him I would also check on the ETA of part. He thanked me for calling and helping.

>Spoke with Ed Service Manager at Landmark and he does remember the vehicle. Said he would have to check on part ETA; is a defroster grill. Also said he remembers when vehicle was there, they did have 2 different codes come up. Both codes lead to or indicated there was 'excessive time at wide open throttle'. I asked him what that meant and he would not say, wasn t sure. (which might explain all the miles they put on it test driving- I forgot to put that in owner s notes- he was curious as to why they put so many miles on it). Explained to him even is part is in, I want to wait to bring in owner until we have a plan for the transmission. I also asked him about TSB #21-011-12 and he said it basically just says you can only do those 6 items listed for transmission issues. He says this is a shifter issue.

Research and follow up with owner about next step on 10/9.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/9/2012 KA286

Spoke with Steve in parts and he said the defroster grill is in.

Spoke with owner and let him know defroster grill is in and we want to bring his vehicle in for the stuck in park issue. He said he can only do if has rental. Advised him I would provide that and he said can take it today.

>Spoke with Ed Service Manager at Landers and confirmed owner can bring vehicle in today and leave it. Authorized rental; \$35.00/day in a CJD product and gave him CAIR #. He said he is not sure what else they can do for stuck in park because they were unable to duplicate it before. I told him to please open a STAR case and let them know about the 2 codes they had before; 'excessive time at wide open throttle'. He said okay, will do that and okay for owner to drop off vehicle.

Follow up with dealership about repairs on 10/11.

Follow up with dealership about repairs on 10/11.

10/11/2012 KA286

Spoke with Tim SA at Landmark and he said vehicle is still there. Said they have been speaking to STAR and were informed it is due to a computer issue, they are aware and no fix at this time. Actual STAR notes state,

'Advised that the event data report shows that the park brake was set, and the transmission temp was 153 degrees, the engine coolant temp -40, vehicle speed was 247 MPH with the cruise set and 50% throttle. Advised to clear the codes and check the connections at the ESM, and evaluate. Advised that the code is information only and there is no diagnostic path to follow unless other DTC s were also set. Advised based on the data stored in the event data I would suspect that this is a software related issue.'

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/12/2012 KA286

Spoke with Ed Service manager at Landmark and confirmed STAR has informed them they are aware of this issue but have not repair for it and no ETA on a repair. The vehicle gets stuck in park and 2nd. He said has not told owner yet because he knows it will not go well.

>Spoke with owner and advised him that Landers did open a STAR case and consult the engineers. Told him they are aware of his issue but do not have a repair for it. He said he was afraid something like that was going to happen because he believes it is a lemon. He said he really loves the Charger and Dodge and does want to 'give up on Dodge'. He stated he would like a replacement vehicle, said he actually saw another Charger he liked. Stated it costs a little more but would really like to just trade into another. Also stated he has checked into the MO lemon law. Stated this is his first new car and really just wants one without the problems. Apologized to him and explained I will look into his other options, speak with DM and then get back to him.

Emailed DM for assistance

10/15/2012 KA286

Called owner and left voice mail explaining we are looking into this issue; confirming and getting an ETA on fix.

Follow up with DM and owner on 10/17.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/17/2012 KA286

Response from DM< 'I spoke with Tyler Yeomans this afternoon as he did some investigating on this issue. He indicates there is not a known issue other than the new shifter design takes some getting used to. While there may be a problem with the customer s car, the dealer has not yet been able to verify it and it has not acted up for 800 miles. It is possible the vehicle is not coming out of park because some other inputs are not seen such as brake applied, etc. I am not blaming this on the customer but I had a different owner complain of a no-start and we found she was not pushing on the brake hard enough to trip the switch and allow start-up.

Follow up with DM and owner about resolution on 10/18.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/18/2012 KA286

Called for Ed Service manager at Landmark but he is in a meeting right now.

>Spoke with Ed service manager at Landmark and he said the TA came out and they never could duplicate the issue. He then said he has been speaking with the GM and they want to know what my resolution is. I told him mine is to repair the vehicle for the owner, he said nothing. He then said he will speak to his DM and see what he wants to do.

>Spoke with owner and he is upset with dealership. Said they tried to return the vehicle to him, told him they were going to start charging him for the rental. Said he went to dealership and spoke with GM- David and they discussed it for awhile. He said GM agreed for him to stay in rental until Monday, 10/22. He also understands TA could not duplicate the issue but there were codes. Said TA would only say the codes don t have anything to do with the stuck in park issue. He stated does not want this vehicle back, really likes it but feels like it is a lemon. Said he really just wants another one just like it- without issues. He will be out of town until Monday.

Contact DM on 10/19.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

AM spoke with GM David Branstetter. AM advised to return vehicle to customer as the concern has not been duplicated ever and after 2 weeks of trying to duplicate, no issue has been found. BC TA has also concurred

that no repairs should be attempted until the concern can be replicated.
sfw2

10/19/2012 KA286

Emailed DM owner s request.

Follow up with owner on 10/22. (when he gets back in town)

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/22/2012 KA286

Received response from DM stating, 'Yes, Tyler inspected the vehicle at Landmark and advised the dealer the codes were not active (stored) and did not necessarily have anything to do with the complaint. Since the dealer has had the vehicle for 2 weeks attempting to duplicate the condition with no success, I advised the dealer to return the vehicle to the customer. I can appreciate the customer s concern but we can t verify the complaint and it is far too premature to replace a vehicle with no repairs. If the condition persists and we can duplicate it, we will be more than happy to repair but there comes a time when you have to give the car back.'

>Spoke with Kurt Service Manager at Landmark and advised him I will be telling owner to pick up vehicle. Asked him to please complete the recall that just came out on 10/19. He said he will have it done by this afternoon.

>Spoke with owner and advised him DM not offering to replace and has directed dealership to return vehicle to him. He asked me if I was aware of the recall and I told him yes, I had instructed Ed to do that before returning vehicle to him. He said Ed called him and told him to stay in rental, they were doing the recall and he consulted his TA and was told to check a wire and that this recall will resolve his issue. Told him great, he had better news than I did. Told him I do still want to compensate him for his down time and issues with his new vehicle. Told him I would get those docs and speak with Ed again. He thanked me for the help.

Confirm with dealership on 10/23.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/22/2012 KA286

Spoke with Ed Service Manager at Landmark and asked about the M-30 recall, if he knew what symptoms this is for. He said no, could not get a definite answer from STAR but they think this will resolve it. He has spoke with his TA and should be finished with vehicle today and returning to owner.

Follow up with owner about repairs on 10/25.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/25/2012 KA286

Called for Brian Husten in financing at Landmark and left voice mail to call me about this owner.

Called owner and left voice mail checking on repairs and to call me about vehicle.

Follow up with owner about repairs on 10/29.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/29/2012 KA286

Called for Brian in financing at Landmark and left voice mail to call me about this owner.

>Spoke with Brian in financing at Landmark and requested docs. He cannot give that out without customer s permission. Said if the customer calls him, he can send them.

>Spoke with owner briefly, then his phone went dead. Called him back and left voice mail to call me about the vehicle.

Follow up with owner between 11:30 - 12:00 on 10/30.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/30/2012 KA286

Spoke with owner and he said vehicle is fine; said the gas consumption is much better and shifting is a little stiff but not stuck in gear so far.

Advised him I could not get his docs from dealership, they need his permission to release info or he can fax me what he has. He took fax number and will send me his docs. Verified his address and corrected it.

Told him I would look for docs and check on him again in a couple of days.

Look for docs and follow up with owner on 11/2.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

10/30/2012 KA286

Received docs and have attached.

***** Below Customer Contacted for Documentation Request *****

mbuys@impartialservices.com on 2012-11-01 @ 15:34

11/1/12: Emailed tjb16 the customer s payment reimbursement check has been submitted and approved in the amount of \$784.02. Follow up regarding reimbursement on 11/5. mb981

***** Customer Document Received *****

11/2/2012 KA286

Spoke with owner and advised him we did receive his docs and have processed his 2 monthly payments. Told him they have been mailed out and he should receive by Monday or Tuesday. He said 'awesome' and thanked me. Also told him if he has any problems or needs anything to keep my number and call; he said he will.

>Vehicle issue of stuck in park has been resolved. Gave owner 2 monthly payment reimbursements \$784.02 and owner is very happy with resolution.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

11/2/12 Received email from tjb16 confirming customer s payment reimbursement in the amount of \$784.02 (two payments) has been issued and mailed to the customer. CM

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH9	CH		Open Date	10/11/2012	Built Date	01/25/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	03/24/2012	Mileage	14,000	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	PITCH BLACK					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	67812	BEN ATKINSON MOTORS INC					
Dealer Address	HWY 14-1618 GILMER AVE						
Dealer City	TALLASSEE			Dealer State	AL	Dealer Zip	36078
Owner						Contact Type	LETTER
Address						Home Phone	
	TALLASSEE AL					Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	CNA
Dealer - By-Pass - Default - Default - Default	CNA
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	CNA
Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	vehicle rolled backwards in park electronic shifter
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called as his vehicle rolled backwards while shifter was in park and the vehicle doors were locked. Vehicle ran into a fence causing damage to the vehicle and fence. There was no one injured during this incident. Vehicle is at the Dealership for diagnostics. BEN ATKINSON MOTORS INC 67812, SA was Hugh Reynolds(114682)

Hugh Reynolds states the police were the first to enter the vehicle and stated it was confirmed to be in park and doors were locked. Hugh states this vehicle has a electronic shifter and he feels this was an electrical issue in the vehicle as the key was not used or near the vehicle at time of incident.

Briefly summarize what the customer is expecting: Customer is seeking warranty coverage for this incident.

Escalated to 96s

accident, refer to 82s

VEHICLE IS LOCATED AT:

BEN ATKINSON MOTORS INC CJDTR

HWY 14-1618 GILMER AVE TALLASSEE AL 36078 334-283-6815

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J. PHOTOS, SCAN TOOL CODES POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER REQUEST EAA INSPECTION 10-15-2012 09:34

CAIR NUMBER E-MAIL SENT TO EAA 10-15-2012 09:34

The caller requested to speak to their case manager. This writer

transferred him to JSS15 at 586-274-8171. The customer left a message.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/22/12 AT 09:47:46 22700449

Reviewed report and photographs. Unable to determine a manufacturing responsibility in this incident. Dictated letter.

POSTMARK DATE: 102412; DATE RECEIVED: 102412

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG7	CH		Open Date	10/31/2012	Built Date	07/06/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	07/28/2012	Mileage	3,924	Dealer Zone	32	NEW YORK	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	43666	NORTHTOWN DODGE INC					
Dealer Address	2020 NIAGARA FALLS BLVD						
Dealer City	TONAWANDA			Dealer State	NY	Dealer Zip	14150
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	AMHERST NY					Country	UNITED STATES

Recall - M30: REPROGRAM PCM AND TCM - Advise Owner/Incomplete Recall	advised customer of open recall REPROGRAM PCM AND TCM
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	dealer unwilling to assist customer
Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	issues with shifter

Briefly summarize why the customer is contacting Chrysler:
 Customer is calling and stating that she is having a issue with the shifter in her vehicle . Customer is stating that she was sitting in her vehicle when the vehicle had started to roll back and seem to come out of gear . Customer is stating that she had brought her vehicle to the dealership and they were unwilling to assist her with her issue or take time to look at her vehicle .Customer is seeking some assistance with the dealership in finding out what is wrong with her vehicle . Customer feels that there is a defect with the shifter . Customer is stating that when she is driving she can feel the vehicle down shift by itself .
 Briefly summarize what the customer is expecting:
 Customer is expecting some assistance with the dealership .
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is
 Preferred Afternoon/Evening call back number is
 Customer email address for case updates: decline
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? 43666
 Reassigned to 88F
 JS2054 - Please call customer and advise the vehicle needs to be diagnosed before any assistance can be provided
 Agent tried to contact customer and her voicemail picked up but was full and agent was not able to leave message or speak with customer .Agent will try again later .
 Agent tried to contact customer for second time and was unable to speak with customer of leave a message because her voicemail was full .
 Agent has tried to contact customer and her voicemail box is full and agent was unable to leave a message or speak with customer .
 Please close file, unable to contact customer. made 3 attempts.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG5	CH	Open Date	11/05/2012	Built Date	05/24/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	07/16/2012	Mileage	4,527	Dealer Zone	74	DENVER
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44378	LANDMARK DODGE INC				
Dealer Address	1900 S NOLAND RD					
Dealer City	INDEPENDENCE			Dealer State	MO	Dealer Zip 64055
Owner	L				Contact Type	TELEPHONE
Address					Home Phone	
	INDEPENDENCE MO				Country	UNITED STATES

Recall - M30: REPROGRAM PCM AND TCM - Information Request	Recall information request.
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Stuck in park.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 11/05/2012

Survey Number : CH27123904

Quality Survey ID Number:

Survey Date : 11/01/2012

VIN Number : 2C3CDXBG5CH

Mapping Class : Non-Legal/Non-Dealer

Event Type : 1st Warranty Visit

CPS Score : 10

***** CASE MANAGER TEAM - District T *****

Customer survey: Customer is upset that it took awhile to do the repairs for the stuck in park concern. Customer had recall information request. CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5. Left message informing customer of a follow up tomorrow. Writer received VM from customer that he would like a call back tomorrow. 2nd attempt made to contact customer. Left message. Writer received VM from customer that he was available. Writer contacted the customer. Customer stated that the software update was done on the vehicle. Customer stated that the vehicle will get stuck in gear. Customer stated that the vehicle shifted a little hard today. Customer stated that the rental was paid for 2 weeks and they compensated the customer for 2 car payments. Customer stated that he does have some extended warranties for the vehicle. Writer advised customer that his request for the wheels will need to be looked at by the dealer. Writer advised customer that the case will be closed and if there is anything in the future to give the dealer a call. CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG7	CH		Open Date	11/09/2012	Built Date	10/21/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	12/10/2011	Mileage	3,534	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	PITCH BLACK					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM					
Dealer Address	5901 MADISON AVE						
Dealer City	TAMARAC			Dealer State	FL	Dealer Zip	33321
Owner						Contact Type	TELEPHONE
Address						Home Phone	
SUNRISE FL						Country	UNITED STATES

Recall - M30: REPROGRAM PCM AND TCM - Reoccurrence or Related Problem	Customer stated recall was completed
Dealer - By-Pass - Default - Default - Default	Customer stated vehicle backed into another vehicle
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Customer stated vehicle backed into another vehicle
Product - Unknown - Unknown - Accident - Default	Customer stated vehicle backed into another vehicle
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted chrysler stating he brought his vehicle to the dealership to have the M30 recall completed. Customer stated he picked his vehicle up today at 9:08 AM and went to store to pick some things up and while he was in the store his vehicle went into reverse and backed into another vehicle. Customer stated he had the vehicle off and the keys in his pocket. Customer stated when he went out to his vehicle the vehicle was on. Customer stated this incident happened at 9:21 AM

Briefly summarize what the customer is expecting: Customer is expecting chrysler to repair the damages and figure out what is wrong with his vehicle. Agent informed the customer that his case would be escalated to a case manager and he would receive a call back in 2-5 business days.

1. Who is calling and what is their contact information?

2. What happened? Customer picked up vehicle from the dealership and was at a store. Customer stated a police Officer came in and informed him that his vehicle reversed into another parked car. Customer stated the vehicle was off and the keys were in his pocket when he went into the store. Customer stated the vehicle was running when he went outside.

3. What is the current location of the vehicle? At Owners House

Reassigned to 82S

VEHICLE IS LOCATED AT:

SUNRISE FL

Per OGC Matrix, reassigned to 82T.

11/9/12 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 11-09-2012 15:08

CAIR NUMBER E-MAIL SENT TO EAA 11-09-2012 15:09

CCRG Open Date: 11/09/2012 12:22:23

Letter Sent: Acknowledgement 11/12/2012 09:14:44

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/16/12 AT 12:13:47

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/16/12 AT 13:03:48

Letter Sent: Denial 11/19/2012

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG8	DH512597	Open Date	11/24/2012	Built Date	08/15/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	10/29/2012	Mileage	3,133	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	45503	JOE USRY CHRYSLER JEEP DODGE				
Dealer Address	5395 I 55 N					
Dealer City	JACKSON			Dealer State	MS	Dealer Zip 39206
Owner					Contact Type	ROADSIDE
Address					Home Phone	
FLORA MS x					Country	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	Unable to Reach Customer to Resolve
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-11-24

Road Side File Created 11-24-12 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

118 COMPRESS STREET 5395 I 55 N

LINCOLN STREET

FLORA JACKSON

MS USA MS

GPS POI - DISTANCE 0.20 MILES TO THE EAST OF MAGNO

DEALER CODE : 45503 JOE USRY CHRYSLER JEEP DODGE

***** CASE MANAGER TEAM - District 88U *****

Owned 1

New 1

Used 0

Current 1

Warranty 536 IN WARRANTY

SC NO

CONTACT UPDATE - 1st Contact attempt, phone number dialed.

no voicemail available. 6 Disconnected.

Will attempt call back tomorrow Nov 27th.

Writer contacted customer at number 0 No voicemail available.

writer called dealership and sat on hold for 10 min.

3rd attempt made to contact customer. Customer claims the vehicle was towed to the dealership. Customer claims she had not even had the vehicle for a month. Customer claims that she was not given a rental until a 2nd day. Customer claims that the vehicle is still at the dealership. Writer indicated once more information is found a follow up will be completed.

Writer emailed SM Darrell.

Writer contacted customer at number. Customer claims she still has not heard back from the dealer. Customer states dealer has not given her any explanation as to what is wrong with the vehicle. Customer is in bad area. Unable to continue call.

Writer contacted dealer : JOE USRY CHRYSLER JEEP DODGE at number 601-500-5555. SA sates that customer does not know how to use the new shifters on the 2013 vehicles. SA states that vehicle has been picked up.

Repairs are completed.

Writer contacted customer at number. No voicemail available writer will contat customer tomorrow Dec 4th.

Writer contacted customer at number no voicemail available.

Writer called customer a Voicemail Box Not Setup. Unable to leave message. Attempted Left Message advising case will be closed and advising of Brand Number

Writer called Dealer 45503, Requested Service Manager SM Darrell, Got

Voicemail, No Message Left, 2nd Attempt, Spoke to Assistant Service Manager ASM Bettysue
Who did you speak with at the dealer and what is their dealer code?
Assistant Service Manager ASM BettySue
Is the vehicle at the dealer now? No
When did it arrive at the dealer? 11/23/2012
What is the current mileage? 3133
If known, what is the reason for the tow? Vehicle Would not come out of Drive and would not turn off
Have the repairs been completed? No Repairs needed
If yes, when were they completed? Vehicle returned to Customer Same Day
If no, what is the estimated repair date? N/A
Are there any parts that need to be ordered? N/A
If yes, what are the part & order # s? N/A
Rental provided? No
If yes, how many days? (either by the dealer or USCAC)
ASM stated the vehicle was not completely in Park, ASM stated it appears customer may have tried to shift vehicle without foot on brake
CLOSED LOOP UPDATE Customer was contacted and reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHGO	CH		Open Date	11/26/2012	Built Date	05/31/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	07/05/2012	Mileage	10,500	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	PITCH BLACK					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	68676	GARBER CHRYSLER DODGE JEEP, INC.					
Dealer Address	3408 HIGHWAY 17						
Dealer City	GREEN COVE SPRINGS			Dealer State	FL	Dealer Zip	32043
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	MIDDLEBURG FL					Country	UNITED STATES

Product - Brakes - Unknown - Won't Hold - Default	Emergency brake did not hold vehicle in place on a hill
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis at this time

Briefly summarize why the customer is contacting Chrysler: Customer states she parked her vehicle on a hill and set the e-brake, but the vehicle started rolling. Customer states the e-brake did not do anything to stop the vehicle from rolling. Customer states she has an appointment to bring the vehicle to the dealership tomorrow morning. Customer states she would like a rental vehicle while her vehicle is in for repair.

Briefly summarize what the customer is expecting: Customer seeking rental assistance.

Agent advised customer the vehicle's issue would need to be diagnosed before rental assistance can be considered. Agent advised customer contact us back once this problem has been diagnosed.

Reassigned to 861.

The AnswerCONNECT article that was referenced to provide the answer to the customer was # ?Answer ID 18961 A™

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG4	CH		Open Date	11/29/2012	Built Date	02/21/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	03/24/2012	Mileage	14,000	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	44851	DRIVEWAY DODGE CHRYSLER JEEP					
Dealer Address	8434 GATEWAY BLVD E						
Dealer City	EL PASO			Dealer State	TX	Dealer Zip	79907
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	EL PASO TX					Country	UNITED STATES

Recall - M30: REPROGRAM PCM AND TCM - Advise Owner/Incomplete Recall	REPROGRAM PCM AND TCM
Product - Transmission / Transaxle - Unknown - Other - Default	Vehicle will not go into park

Briefly summarize why the customer is contacting Chrysler:
 Customer called in at the direction of his dealership.
 Customer's vehicle is at the dealership for transmission work.
 Agent called to the dealership and spoke to SA-JESSIE.
 Jessie advised customer only brought his vehicle in one hour ago, and diagnostic has not been completed yet. Diagnostic should be completed within an hour or so. At that time they will know what is wrong with the vehicle and how long they will have to keep it there.
 Customer's vehicle will not go in to park.
 Agent advised to customer at this time we cannot approve a rental until it is known what is wrong with the vehicle and how long the dealership will have to keep his vehicle.
 Agent asked dealership why they were not providing customer with a rental and was advised that they have submitted claims before and they have been returned and the dealership has been on the hook to cover the costs.
 Briefly summarize what the customer is expecting:
 Customer is expecting a rental vehicle so that he has a way to get to work later today.
 Customer calls seeking recall information. Advised the customer of incomplete recall ?M30A™ for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
 SA-Jessie advised they will be doing the customer's recall while the vehicle is at the dealership today.
 Agent called back to the dealership and spoke to SA-Jessie.
 SA advised that it was the gear shifter, they have the part in stock, and the vehicle should be completed by 1 or 2pm.
 Agent called to the customer and advised his vehicle will be done by 1 or 2 pm and he can pick it up after that. Customer asked about getting a ride to pick up the vehicle. Agent offered to connect him to the dealership to arrange a shuttle pick up or if they can have the vehicle dropped off to him. Customer declined.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG4	CH	Open Date	12/11/2012	Built Date	10/27/2011
Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	03/16/2012	Mileage	2,000	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	67416	WESTPORT AUTO SALES INC				
Dealer Address	RURAL ROUTE 2 BOX #39					
Dealer City	LAWRENCEVILLE			Dealer State	IL	Dealer Zip 62439
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	VINCENNES IN				Country	UNITED STATES

Corporate - Product Suggestions - Other - Default - Default

Customer had a product suggestion.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she would like to make a suggestion about this vehicle. Customer states that the other day they were at the store and her husband got out. Customer states that she is unsure if the vehicle was fully in park, but it started to roll backwards. Customer states that the vehicle started to pick up speed and she went into a ditch. Customer states that she and the vehicle were fine. Customer states that she feels there should be an emergency switch the passenger can pull in case this were to happen again. Customer states that she just wanted to bring this to our attention. Agent apologized to the customer for the situation and advised her she would have this documented.

Briefly summarize what the customer is expecting:

Customer had a product suggestion.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG2	CH2	Open Date	12/15/2012	Built Date	05/12/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	05/14/2012	Mileage	16,000	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	49983	MAROONE DODGE % CARTEMPS				
Dealer Address	8600 PINES BOULEVARD					
Dealer City	PEMBROKE PINES			Dealer State	FL	Dealer Zip 33024
Owner					Contact Type	E-MAIL
Address					Home Phone	
	BIRMINGHAM AL				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Recall M30
Product - Drivability - Unknown - Sudden Acceleration - Default	Recall M30
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Recall M30
Recall - M30: REPROGRAM PCM AND TCM - Advise Owner/Incomplete Recall	Recall M30
Product - Unknown - Unknown - Accident - Default	car hit building with no one in vehicle
Corporate - Property Damage - Default - Default - Default	

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

Need recall on 2012 300M LMT - car drove into building almost ran over me while out of car and inside tire repair shop..Four witnesses

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

This could have killed me and/or others who were in tire repair dealer. Cell # is [REDACTED] also. VERY DANGEROUS!!! I received your customer satisfaction survey, but Chrysler had not contacted me so I couldn't fill out survey

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

VIN: CH

Mileage: 16000

Servicing Dealer: Enterprise Holdings rental

Title:

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Address 1 [REDACTED]

Address 2:

City: Cullman

State: AL

Zip [REDACTED]

Email [REDACTED]

Work Phone: [REDACTED]

*****EMAIL DETAILS*****

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center. Sorry to hear about this accident with the vehicle, we are glad that no one was hurt. Some questions we like some answers to:

Are you the current owner of the vehicle or are you renting the vehicle?

Can you recall how things happened?

Where is the vehicle now?

When is the best time to contact you?

Thanks again for your email.

Sincerely,

John

Customer Service Representative

Chrysler Customer Assistance Center

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

Enterprise rental car. They have it stored at a holding area i think. I had it rented for a couple of days right rear tire indicator came on as low. Enterprise had me to take it to a tire center for repair. Until this occurrence, the only mechanical problem i had noticed during the several days i had been driving was that it was difficult to get into park. Back to scenario. I parked car outside of bldg. Was inside for approximately 5 -10 minutes waiting to have tire repaired. A man yelled to me. Move! your car is coming at you. It seemed to accelerate with no one in it. Repairman tried to get inside car in an effort to stop it but couldnt get it into psrk. It crashed into a commercial car jack

*****END OF CUSTOMER EMAIL REPLY*****

Dear [REDACTED]

Thank you for getting back to us and informing us about this situation. At this time for Chrysler to look into this matter further and since your not the owner of the vehicle it would be a good idea to have Enterprise contact Chrysler.

Sorry I could not provide a more favorable reply.

Sincerely,

John

Customer Service Representative
Chrysler Customer Assistance Center

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

Person who wrote in is not the owner of the vehicle. Writer advised to have Enterprise contact us for further review.

Chrysler:

The renter filed a defect allegation with you on this vehicle.

Could you please contact me to schedule an inspection soon?

EMAIL CASE NUMBER: [REDACTED]

LeAnn

LeAnn Rettler

Regional Risk Manager

205-989-6424 office

205-989-8545 ext 214 direct

866-346-1534 fax

LEANN.J.RETTLER@EHI.COM

Operating

Enterprise Leasing Co-South Central LLC

1 Riverchase Office Plaza Suite 204

Birmingham, AL 35244

enterpriseholdings.com

*****END OF CUSTOMER EMAIL REPLY*****

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center. The best option to arrange an appointment would be to contact your local Chrysler dealership. You may also contact our Chrysler Fleet hotline, (800) 999-3533 for assistance.

Thanks again for your email.

Sincerely,

John

Customer Service Representative
Chrysler Customer Assistance Center

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

Briefly summarize why the customer is contacting Chrysler: Leanne is calling from Enterprise Car Rental. Leanne is seeking information about what the next step is to proceed with the case that her customer has opened with Chrysler in regards to the accident she had when she had the rental vehicle. Leanne state Enterprise has taken the car the Chrysler dealership. Leanne states she is holding the vehicle information until she find outs what the next step is from Chrysler.

Briefly summarize what the customer is expecting: The caller Leanne is seeking further information about what the next step is for the case that has been opened. Leanne is requesting a call back for the case manager that is handling the file. Leanne can be reached at 205-989-8545 ext. 214.

Agent JS1866 is not a case manager.

Since vehicle is a fleet vehicle, recommend to contact fleet 800-999-3533.

Agent reassigning to Fleet for assistance 88I.

***** FLEET MANAGER TEAM - District 88X *****

FLEET COMPANY: Enterprise Leasing Co-South Central LLC

As per COIN the customer has owned,

new=[REDACTED], current owner=[REDACTED]

Chrysler Service Contract: No

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
ext 214. No answer.

Writer then dialed [REDACTED] office

Writer spoke to LeAnn, the customer was informed the case would be sent to the special investigation department and she would hear from them within 2-5 days. The writer provided her the case number.

1. Who is calling and what is their contact information?

LeAnn Rettler

Regional Risk Manager

205-989-6424 office

205-989-8545 ext 214 direct

866-346-1534 fax

email: LEANN.J.RETTLER@EHI.COM

2. What happened?

The customer states they parked car outside of bldg. Customer stated they was inside for

approximately 5 -10 minutes waiting to have tire repaired. A man yelled to me. Move out of the way! The customer claims it seemed to accelerate with no

one in it. Repairman tried to get inside car in an effort to stop it but couldn't get it into park. The customer stated the vehicle crashed into a commercial car jack.

3. What is the current location of the vehicle?

Landers Chevy

Contact: Jim

256-864-7482

Landers Mc Larty Chevrolet

4930 University NW Dr

Huntsville, AL 35816

(256) 830-1600

Per OGC Matrix, reassigned to 82T.

1/15/13 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-15-2013 10:02

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-15-2013 10:02

CCRG Open Date: 01/14/2013 13:58:51

Letter Sent: Acknowledgement 01/16/2013 09:36:08

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/28/13 AT 04:19:20

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/06/13 AT 13:43:51 [REDACTED]

Letter Sent: Denial 02/11/2013

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG9	CH		Open Date	12/15/2012	Built Date	10/14/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	11/18/2011	Mileage	14,580	Dealer Zone	71	LOS ANGELES	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	08564	NORMANDIN CHRYSLER-JEEP					
Dealer Address	900 CAPITOL EXPRESSWAY AUTO MALL						
Dealer City	SAN JOSE			Dealer State	CA	Dealer Zip	95136
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	SAN JOSE CA					Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer states that the vehicle started by itself and went into reverse
Corporate - Survey By-Pass - Unable To Reach - Default - Default	Unable to Reach.
Corporate - CNA Change - Default - Default - Default	Updated all contact information

Briefly summarize why the customer is contacting Chrysler: Customer states that she was shopping in Best Buy and they had an announcement over the intercom about a Gray Chrysler 300 that was in the parking lot and for the owner to come to the front of the store. Customer states that when she went to get the vehicle, it was running and had backed out of the parking spot and almost hit the cement blocks at the front of the store. Customer states that she took the vehicle to the dealership and because there is no recall for this issue, there was nothing that they could do. Customer states that this is a safety issue.

Briefly summarize what the customer is expecting: vehicle repaired

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Agent could not verify information with dealership due to time of call

Status update provided via email to the following email address:

My name is and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have in addition to information listed above:

Chrysler Case Management telephone Number: 800-763-8422

My direct extension: 66306

Case#

My work hours: 8:30AM till 5:00PM Mountain Standard Time. Monday-Friday

End of Status Update

***** CASE MANAGER TEAM - District O *****

Srvc dealer: 08564

Ownership: original

Household: 1

NEW: 1

Currently owns: 1

Service Contract: No

OOW: vehicle is new and has all warranties active

Agent attempted to contact dealer Service Director Steve, however,

SD not available. Left message for a return call at extension 66306. Writer was calling to gather more information on customers concern with the vehicle starting and going into reverse by its self

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. The voicemail that came on the line stated the number has been changed, disconnected or is no longer in service. Writer will contact the dealer tomorrow to see if the dealer has a different phone number.

Writer contacted dealer and spoke with Service Director Steve. Writer inquired about customers vehicle and if the dealer was able to duplicate customers concern. Writer also inquired if the dealer had a different phone number on file that writer could contact customer with. SD stated he has spoken with field representative and Zone Manager Brian Z. both stated there is no way the vehicle could have done this on its own. SD stated the shifter is one that can not be moved easily. SD stated the Zone Manager has declined assistance and the dealer also does not have any other phone number for customer.

Status update provided via email to the following email address:

[REDACTED]
This is Angi from Chrysler. I attempted to contact you by phone and the phone number we have on file stated it is no longer in service. Please contact me at 800-763-8422 ext 66306. Case# [REDACTED] Thank you
End of Status Update

Status update provided via email to the following email address:

[REDACTED]
Thank you for your recent contact regarding your vehicle. We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however we are unable to accommodate your request. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

End of Status Update

Status update provided via email to the following email address:

[REDACTED]
This is Angi from Chrysler. I have been attempting to reach you through email as the phone number we have on file is no longer a working number. Please contact me at 800-763-8422 EXT 66306 by Monday 12/24/2012. If I have not heard from you by Monday your case will be closed. Thank you.
End of Status Update

Writer received a voicemail from customer. Customer provided new phone number and last 2 numbers were not to be caught. Writer was only able to gather [REDACTED]

Status update provided via email to the following email address:

[REDACTED]
This is Angi from Chrysler. I received your voicemail, but was not able to gather your new number. I heard all but the last 2 numbers. If you could please call me again at 800-763-8422 EXT 66306. Thank you.
End of Status Update

Status update provided via email to the following email address:

[REDACTED]
This is Angi from Chrysler. I will be closing your case today as I have not heard back from you concerning your 2012 CHRYSLER 300 TOURING. If you should have any other questions or concerns please call 800-Chrysler (800-247-9753). Thank you and have a Happy Holiday.

End of Status Update

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHGO	CH		Open Date	12/20/2012	Built Date	12/19/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	02/13/2012	Mileage	19,080	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	60448	BAYSHORE CHRYSLER JEEP DODGE					
Dealer Address	5225 I 10 EAST						
Dealer City	BAYTOWN			Dealer State	TX	Dealer Zip	77521
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	LAWTON OK					Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer states there is a part on back order and issues with his vehicle
Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Difficulty shifting out of park
Product - Electrical - Power Seats - Complete Failure - Front - Pass	Front passenger power seat not operating
Dealer - By-Pass - Default - Default - Default	

Customer is contacting Chrysler seeking stating that there is a part that is on back order. Customer states that with the part being broke with not let the seat move so no one can sit in the back of the seat. Agent called over to the parts department advised that the part is the adjuster and the part number is 68104716AA and was advised that the part is coming in on the 20th of next month. Agent advised customer the case was going to be escalated to 96W. Customer states that he has more complaints on the vehicle and the dealership. Customer states that the dealership is rude and this is his second Dodge vehicle and there is a lot of problems with it. Customer states that he would like to talk to a CM about the issues that has happening with his new Dodge vehicle.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is:

Preferred Afternoon/Evening call back number is:

Customer email address for case updates:

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? 45468

Reassigned to 88F

Customer has contacted CAC to inquire about a transfer to a CM. Agent advised that the files was being sent up for further review, and that the customer should expect a callback by the end of the next business day.

The customer expressed his concern with the power seat motor, and the gear shifter which has some difficulty shifting out of park. Agent provided CAIR# Customer inquired if there is a further way which he could go with his complaint. Agent provided fax to send a letter at 1-248-512-1322, and advised of dodge.com/dodgecares.

Status update provided via email to the following email address:

My name is Melissa and I have been assigned as your case manger.

Here is some information that will be helpful for you to have:

Your case number is:

The Chrysler case management telephone number is: 800-763-8422 my direct extension : 66387

My work hours 7am-330pm Monday-Friday

I will contact you with one business day by telephone to review your case with you.

Thank you melissa

End of Status Update

***** CASE MANAGER TEAM - District U *****

Original owner

1 vehicle in household 1 new

No Service Contract

Warranty under miles and years

Writer called dealer and asked to speak with Parts. Writer talked with Part Justin. Writer asked Parts for the part and order number for the customer and when it shows it might be there. Parts said it shows 1/20/13.

Part Number: 68104716aa

Order number: 211271

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].

Writer called customer. Writer asked customer if the seat isn't working.

Customer said yes and the gear shift isn't working as well. Customer has the vehicle.

Customer said he wants a rental vehicle. Writer said we can not give him a rental vehicle because the vehicle can still be driven.

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITING

on 2012-12-21 @ 17:03

PA Justin stated the passenger seat adjuster has not arrived.. Part has been released to supplier ETA 01/20/13.

Mr. Murray was contacted by the CM. The ETA is 01/20/13.

***** START OF SUPPORT ESCALATION by T4755BE*****

CURR SSD FROM DATE 01/20/13

***** END OF SUPPORT ESCALATION ***** by T4755BE

Caller is looking for status on the part. Agent advised of line 62-3, that the ETA is for 01/20/13.

Agent transferred to extension 4720269 for more information.

Mr. [REDACTED] wanted the CM to note he is very dissatisfied with the vehicle. Mr. [REDACTED] stated he has taken the vehicle to the dealership for to many problems. Mr. [REDACTED] asked the CM what he should do about the vehicle. CM advised our customer he needs to do what is necessary to make him happy. The CM is unable to speak on Lemon Law or any other matters as such. The CM showed empathy and apologized for the bad experience he is having. Mr. [REDACTED] may take the vehicle to Conner Auto Group (580) 228-3504. Mr. [REDACTED] stated Lawton Chrysler #46468 has been rude to him. Our customer stated Lawton Chrysler is not customer service driving. Mr. Murray took the CM number and ext. 4720269. CM advised our customer he will receive information as it is provided.

Corrective Action submitted

***** START OF SUPPORT ESCALATION by T3959JB*****

68104716AA--Best eta from supplier is wk of Jan. 20, 2013....

***** END OF SUPPORT ESCALATION ***** by T3959JB

Mr. Murray was notified the ETA for the part is 01/20/13. CM will contact our customer when there is more information. CM thanked our customer and ended the call.

PA Brandon from #46468. The current ETA 02/18/13. CM thanked the PA and ended the call.

Mr. Murray was notified the ETA for the part is 02/18/13. CM thanked our customer and ended the call.

PA Justin from #46468 the part has not arrived. CM thanked the PA and ended the call. Vendor ship item.

tracking number [REDACTED]

Scheduled Delivery:

Friday, 02/01/2013, By End of Day

Last Location:

Departed - Hodgkins, IL,

CM waiting for UPS to deliver.

Order 211271 for dealer: 45468 for part: 68104716AA has been resolved

Delivered On:

Friday, 02/01/2013 at 9:52 A.M.

Left At:

Dock

Signed By:

BILL

PM Justin the part #45468 the part did arrive. PM stated the customer was contacted but they have moved to Houston TX. PM will only hold the part a few days. Our customer needs to act on it SAP if he wants the part. CM

thanked the PM and ended the call.

Mr. [REDACTED] will try to locate a CDJ by his new home in Houston. CM advised our customer to contact the PM Justin ASAP to hold the part. When our customer finds a dealership in Houston the part can be shipped to the new dealer. CM will contact Mr. Murray next week. CM thanked our customer and ended the call.

Mr. [REDACTED] is in school. Our customer was not able to contact Lawton Chrysler who has the part. CM will contact the PM Justin.

PM Justin from #45468 stated he will hold the part for Mr. Murray. CM thanked the PM and ended the call.

Mr. Murray was advised the PM Justin will hold the part. Mr. Murray will check this week for a CDJ.

Mr. Murray is taking the vehicle to Bayshore (60448)(281-421-6000). CM spoke with PM Chris. The PM is able to get the part. The PM stated he does not need the part from Lawton Chrysler. CM thanked the PM and ended the call.

CM spoke with PM Chris @ Bayshore #60448. PM Chris stated the part is available. The part would not need to come back to 96W. Part issue is resolved.

***** CASE MANAGER TEAM - District U*****

Customer profile:

In warranty across the board

How many vehicles original owner/purchased used: 2 new, 0 used

Additional vehicles in household: 0

Service contract: none

Writer attempted to contact DLR SM Art. Was disconnected.

Writer contacted DLR Parts associate Steve. He advised that he didn't have any information about an appointment being made. Writer left her contact information to have PM Chris contact her.

Writer received call back from PM Chris. PM advised he could get the part if needed and transferred writer to SA Lori. SA advised that the customer needed to bring the vehicle in for diagnosis and leave it there so they could find out what part needed to order. Writer advised that she'd contact the customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Writer advised that the customer would need to take the vehicle in for diagnosis and that we wouldn't be able to authorize a rental without diagnosis. Customer reported that he wouldn't be able to do that; he needs the vehicle to get back and forth from work and school. Customer asked to speak with a supervisor.

Writer warm transferred customer to RB1180.

***** IMMEDIATE SUPERVISOR CALL*****

The customer needed a rental while the dealer puts the part on the vehicle. Writer authorized the rental for the time the dealer will need the vehicle. The CM will contact the dealer and setup the rental with the SM and then contact the customer back with the details.

Supervisor call is complete.

Writer contacted DLR SM Art.

Customer seeking rental assistance because there needs to be confirmation of part needed. Contacted Service Manager, Art at 60448 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 3 days of rental per guidelines in Warranty Bulletin D-11-53.

Rental authorization will be processed by CAC.

Writer contacted customer and advised that rental had been authorized and that the dealership would be contacting him to set up an appointment for 02/18. Customer understood and was pleased. Writer advised that she'd follow up with customer no later than 02/19.

Status update provided via email to the following email address:

[REDACTED]
Hello My name is Theresa and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
Chrysler case management telephone number 1-800-763-8422
My extension is 66302

My work hours are 8:00 am-4:30 pm MST

Case number: [REDACTED]

I will follow up with you on 02/19 to see what's happening with the issue.

Thank you.

End of Status Update

*****TOP CARE: ESCALATION REFERRAL STAFF*****

Owner has made appointment at dealer for diagnosis for 2/18/13.
Agent contacted owner to advise of new case assignment (car manager)
and provide direct line for follow up after appt on 2/18/13.
Number listed in COIN and HPIMS 580 357 7320 has been disconnected. No
update by prior agents.
Agent updated HPIMS and COIN with proper contact 469-297-0664
Rental has been authorized by prior agent for 3 days per warranty
guidelines starting on 2/18/13.
Agent contacted SM Art, left message with direct line requesting update
on repair.
Agent spoke with Art who mentioned that the incorrect part arrived. Owner
returned rental and will wait for correct part (seat back) to arrive
within 3 business days and then go back to the rental vehicle until
vehicle is repaired.
Agent spoke with Art who stated that part has not yet arrived; agent will
follow up next week.
Agent contacted Art for update; left message with direct line
Agent contacted owner as a follow up and reassure him that CCAC is
working to expedite what's needed for repair.
Agent spoke with Art who stated that part has not yet arrived
Agent spoke with Art who stated that part has not yet arrived
Agent spoke with PA Lori who stated that part has not yet arrived. Part #
is 68104427AA, vendor ship direct ETA is 4/2/13. Vehicle is driveable.
Owner has agent's phone number and will contact agent when repair is
scheduled.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG3	CH	Open Date	12/20/2012	Built Date	05/24/2012
Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	07/21/2012	Mileage	8,115	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PFS	CASHMERE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	43272	DODGE CHRYSLER JEEP CITY				
Dealer Address	4395 ROUTE 130 S					
Dealer City	BURLINGTON			Dealer State	NJ	Dealer Zip 08016
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HAMILTON NJ				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default

Customer claims the shifter goes into neutral while driving.

Customer claims the vehicle won't shift out of park intermittently unless she turns off the engine and restarts the vehicle. Customer claims the push button skips off to ACC when she turns off the vehicle and she then has to restart the vehicle to turn off the ignition. TA and AM met with the customer and inspected the vehicle. Vehicle is operating as designed. It appears that the customer is bumping the shifter during hard braking causing the shifter to go into neutral. The push button FOBIC cycles from Off, ACC to Run with each push of the button. Tested brake pedal switch for proper operation and adjustment. Customer has second set of floor mats on top of the Stock carpeted floor mats. Customer also had 2 air fresheners looped around the shift handle. I suggested removing the air fresheners in case they are interfering with the shifter. Dlr installed a flight recorder on the vehicle and the customer was instructed on its use. Customer's request for a replacement vehicle was declined.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG7	CH	Open Date	01/06/2013	Built Date	10/20/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	12/05/2011	Mileage	25,000	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44995	SOLOMON CHRYLER JEEP DODGE			BROWNSVILLE	
Dealer Address	409 NATIONAL PIKE W					
Dealer City	BROWNSVILLE			Dealer State	PA	Dealer Zip 15417
Owner					Contact Type	E-MAIL
Address					Home Phone	
	WASHINGTON PA				Country	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Customer will contact CAC after obtaining vehicle diagnosis
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Unknown	Dislikes center console design, coin holders do not fit coins.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Other - Default	Dislikes mesh insert in sunroof area , as bugs get caught in it.
Product - Air Conditioning / Heater - Auto Temp Control System - Other - Default	Dislikes that there is no manual knob override to control temperature.
Product - Engine - Unknown - Other - Default	Feels changes to blower design have created poor performance.
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Finds difficulty in getting vehicle into correct gear using speed shifter
Product - Fuel System - Fuel Tank - Leaks - Default	Fuel leaks around fuel door, also funnel required to add fuel manually.
Product - Body / Trim / Paint Finish - Paint Finish - Other - All Panels	Notes surface of vehicle shows many small surface scratches - poor gloss?
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Possible in warranty concerns.
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Rain builds up in door seal and falls on customer upon opening door.
Referral - Other - Default - Default - Default	Referred customer to dealership for inspection/diagnosis of concerns.
Product - Electrical - Wipers / Washers - Other - Unknown	States wipers are too slow, dealer stated no problem with wipers.
Product - Electrical - Power Windows - Other - Unknown	Windows sometimes go down when button is pushed to go up, and vice versa.

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

Disappointing Charger

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

Hello, I would like to introduce myself. My name is [REDACTED] and I have been the owner of a Chargers since they first came out in the fall on 2005. I purchased a 2006 Charger at that time and I must say it was the best vehicle I have ever owned. I had it for 6 years and loved it. Last year I bought a 2012 Charger SXT again and I must say I am very disappointed with Chrysler/Dodge engineering on this vehicle. Some of the changes are just horrible and quite mind boggling why they were done. Let me list my issues: 1) Gas funnel - Why on earth did Dodge require that a fuel funnel adapter be needed if manually pouring gas into the tank?? Why I have a gas can I need to pour into my car I actually have to put the adapter in first, then a funnel into th adapter followed by the gas. I usually lose about a gallon of gas because the funnel does not fit in the adapter. I thought long and hard why Dodge did this. I thought first maybe it was to protect against someone putting something in gas tank but that can t be it because a fuel cap release is needed inside the car. Just horrible engineering on this. Built in gas cap - No gas cap now as the

deal is within the little gas door on the car but this is ousy too. If I filled my car to the top it leaks gas around the seal as I drive, until i lose a few gallons. Another poor design Center Consol - Old Charger had a nice inside consol and easy to put and separate change. This new Charger has a insert that goes in and out and move around. a couple spots for change I have no idea what type of change the clots are for as penny, nickely, dine or quarter do not fit in any??. Slow Wipers - Speed of wipers is very slow. I was told by dealer this is the way they are an not defective but certainly can tell a different from my 2006. Same with the blower. It have poor performance. Rain Drip - When I open my door after a hard rain the water must build up in seal area because it all rolls on my head when i open door Easy Straches - My new car seems to have a ton of small scratches. A few peple I know told me Dodge now uses a poor gloss coat over paint and this is was it scratches easy. I can t confirm this but it is what i was told. * Speed Shifter - Extremely difficult to sometime get into correct gear. I have had 2-3 times where I put shifter all the way up hard and get ready to shut off only to find out its in reverse. Once I almost ran someone over. Also, does not allow shifting into any gear from nuetral unless I apply brake. This keep me from being able to drift down hills to save gas. Computer System - having to use the computer system on the front display to heat and cool at level i want is a big distraction to a moving driver. Why not allow a knob override??? Also, delay to get to channel when starting as about 15-20 seconds. A message comes up showing some nonsense about safety makes me wait. Seems like Dodge wants the car to be in charge inside of the driver! Window Motor - Motor somethimes puts windows down when I press for them to go up, and vice versa. Mesh on Sunroof - My old Charger used to have a section of rubber that would flip up when I opened the sunroof to. I guess, block water or anything falling in/thru sunroof. Dodge engineering disfunctionally now designed a mesh 3 inch section that pops up between top and bottom of sunroof. This now notoriously catches every bug that comes close to the car. I even caught a small bird in it the second time i used it!! Seriously! These bags get caught though and after driving for awhile they sometimes get squeeze in the mesh so hard, due to the speed, that the inside of a few bugs have actually dripped into the car. Quite disgusting, not to mention I have to clean this mesh everytime I use the sunroof (I finally just stopped using the sunroof in the middle of last summer). I can name more issues that are much smaller but I won t at this point. The car is rather charp looking though and I seem to have someone come up to me about once a month asking about the car and if I would reommend buying the those who ask. I am telling people 'absolutely no' and explain to them that I have owned 2 Charges over the past 7 years and this new Charger is a huge step back in design by Dodge. I am not someone that complains a lot. I have had the car a year and just kpt all this to myself but as issues with design continue to bother my I decided to

send you this email

others ask

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

VIN: CH

Mileage: 25000

Servicing Dealer: Solomon

Title: Mr.

First Name

Middle Initial: h

Last Name:

Address 1:

Address 2:

City: washington

State: PA

Zip:

Email:

Work Phone:

*****END OF CUSTOMER INFORMATION AS PROVIDED*****

Customer s phone number and email were updated in COIN to reflect the information provided by the customer.

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle concerns via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Ram, please advise and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343.

I have provided the contact information for 2 dealers in your area that could assist you:

Vasko Dodge
3644 Washington Rd.
McMurray, PA 15317
(724) 942-3000
Solomon Chrysler, Dodge, Jeep, Ram- Brownsville
409 National Pike W
Brownsville, PA 15417
(724) 785-8000

A dealership locator can be found on the brand web site in the 'Find a Dealer' field of the Dodge - <http://www.dodge.com> home page.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

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

REASSIGNED TO TL SJ372 FOR SURVEY BYPASS - DIAGNOSIS PENDING.
LINKED TO DUPLICATE CAIR # [REDACTED]

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG7C	Open Date	01/06/2013	Built Date	10/20/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
In Service Dt	12/05/2011	Mileage	25,000	Dealer Zone	
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PX8	PITCH BLACK			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			
Owner				Contact Type	E-MAIL
Address				Home Phone	
	WASHINGTON PA			Country	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Unknown	Dislikes center console design, coin holders do not fit coins.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Other - Default	Dislikes mesh insert in sunroof area , as bugs get caught in it.
Product - Air Conditioning / Heater - Auto Temp Control System - Other - Default	Dislikes that there is no manual knob override to control temperature.
Product - Engine - Unknown - Other - Default	Feels changes to blower design have created poor performance.
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Finds difficulty in getting vehicle into correct gear using speed shifter
Product - Fuel System - Fuel Tank - Leaks - Default	Fuel leaks around fuel door, also funnel required to add fuel manually.
Product - Body / Trim / Paint Finish - Paint Finish - Other - All Panels	Notes surface of vehicle shows many small surface scratches - poor gloss?
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Rain builds up in door seal and falls on customer upon opening door.
Referral - Other - Default - Default - Default	Referred customer to dealership for inspection/diagnosis of concerns.
Product - Electrical - Wipers / Washers - Other - Unknown	States wipers are too slow, dealer stated no problem with wipers.
Product - Electrical - Power Windows - Other - Unknown	Windows sometimes go down when button is pushed to go up, and vice versa.

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

Car Issues

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

Hello, I would like to introduce myself. My name is [REDACTED] and I have been the owner of a Chargers since they first came out in the fall on 2005. I purchased a 2006 Charger at that time and I must say it was the best vehicle I have ever owned. I had it for 6 years and loved it. Last year I bought a 2012 Charger SXT again and I must say I am very disappointed with Chrysler/Dodge engineering on this vehicle. Some of the changes are just horrible and quite mind boggling why they were done. Let me list my issues: 1) Gas funnel - Why on earth did Dodge require that a fuel funnel adapter be needed if manually pouring gas into the tank?? Why I have a gas can I need to pour into my car I actually have to put the adapter in first, then a funnel into th adapter followed by the gas. I usually lose about a gallon of gas because the funnel does not fit in the adapter. I thought long and hard why Dodge did this. I thought first maybe it was to protect against someone putting something in gas tank but that can t be because a fuel cap release is needed inside the car. Just horrible engineering on this. Built in gas cap - No gas cap now as the deal is within the little gas door on the car but this is ousy too. If I filled my car to the top it leaks gas around the seal as I drive, until i lose a few gallons. Another poor design Center Consol - Old Charger had a nice inside consol and easy to put and separate change. This new Charger has a insert that goes in and out and move around. a couple spots for change I have no idea what type of change the clots are for as penny, nickely, dine or quarter do not fit in any??. Slow Wipers - Speed of wipers is very slow. I was told by dealer this is the way they

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[REDACTED] others ask

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

VIN:

CH [REDACTED]

Mileage:

25000

Servicing Dealer:

Solomon

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

washington

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

*****END OF CUSTOMER INFORMATION AS PROVIDED*****

CLOSED LOOP UPDATE - CLOSING FILE. CUSTOMER SUBMITTED DUPLICATE EMAIL

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH7	CH	Open Date	02/09/2013	Built Date	10/20/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	12/05/2011	Mileage	25,000	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	WASHINGTON PA				Country	UNITED STATES

Product - Fuel System - Unknown - Other - Default	fuel system
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	gear selector
Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	instrument display
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Other - Default	sunroof
Product - Electrical - Wipers / Washers - Other - Unknown	wipers

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

Horrible Charger Experience

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

Hello, I previously emailed Dodge but basically got a 'boilerplate' response and I wanted to make sure my issues and concerns went to the executive division of Dodge management. I would like to introduce myself. My name is Paul Heidish and I have been the owner of a Chargers since they first came out in the fall on 2005. I purchased a 2006 Charger at that time and I must say it was the best vehicle I have ever owned. I had it for 6 years and loved it. Last year I bought a 2012 Charger SXT again and I must say I am very disappointed with Chrysler/Dodge engineering on this vehicle. Some of the changes are just horrible and quite mind boggling why they were done. Let me list my issues: 1) Gas funnel - Why on earth did Dodge require that a fuel funnel adapter be needed if manually pouring gas into the tank?? Why I have a gas can I need to pour into my car I actually have to put the adapter in first, then a funnel into the adapter followed by the gas. I usually lose about a gallon of gas because the funnel does not fit in the adapter. I thought long and hard why Dodge did this. I thought first maybe it was to protect against someone putting something in gas tank but that can't be it because a fuel cap release is needed inside the car. Just horrible engineering on this. Built in gas cap - No gas cap now as the deal is within the little gas door on the car but this isousy too. If I filled my car to the top it leaks gas around the seal as I drive, until i lose a few gallons. Another poor design Center Consol - Old Charger had a nice inside consol and easy to put and separate change. This new Charger has a insert that goes in and out and move around. a couple spots for change I have no idea what type of change the clots are for as penny, nickely, dine or quarter do not fit in any?? Slow Wipers - Speed of wipers is very slow. I was told by dealer this is the way they are an not defective but certainly can tell a different from my 2006. Same with the blower. It have poor performance. Rain Drip - When I open my door after a hard rain the water must build up in seal area because it all rolls on my head when i open door Easy Straches - My new car seems to have a ton of small scratches. A few peple I know told me Dodge now uses a poor gloss coat over paint and this is was it scratches easy. I can t confirm this but it is what i was told. * Speed Shifter - Extremely difficult to sometime get into correct gear. I have had 2-3 times where I put shifter all the way up hard and get ready to shut off only to find out its in reverse. Once I almost ran someone over. Also, does not allow shifting into any gear from nueutral unless I apply brake. This keep me from being able to drift down hills to save gas. Computer System - having to use the computer system on the front display to heat and cool at level i want is a big distraction to a moving driver. Why not allow a knob override??? Also, delay to get to channel when starting as about 15-20

seconds. A message comes up showing some nonsense about safety makes me wait. Seems like Dodge wants the car to be in charge inside of the driver! Window Motor - Motor sometimes puts windows down when I press for them to go up, and vice versa. Mesh on Sunroof - My old Charger used to have a section of rubber that would flip up when I opened the sunroof to, I guess, block water or anything falling in/thru sunroof. Dodge engineering disfunctionally now designed a mesh 3 inch section that pops up between top and bottom of sunroof. This now notoriously catches every bug that comes close to the car. I even caught a small bird in it the second time i used it!! Seriously! These bags get caught though and after driving for awhile they sometimes get squeeze in the mesh so hard, due to the speed, that the inside of a few bugs have actually dripped into the car. Quite disgusting, not to mention I have to clean this mesh everytime I use the sunroof (I finally just stopped using the sunroof in the middle of last summer). I can name more issues that are much smaller but I won't at this point. The car is rather cheap looking though and I seem to have someone come up to me about once a month asking about the car and if I would recommend buying the those who ask. I am telling people 'absolutely no' and explain to them that I have owned 2 Charges over the past 7 years and this new Charger is a huge step back in design by Dodge. I am not someone that complains a lot. I have had the car a year and just kept all this to myself but as issues with design continue to bother me I decided to send you this email

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

VIN: CH[REDACTED]

Mileage: 25000

Servicing Dealer: Solomon Dodge

Title: Mr.

First Name: [REDACTED]

Middle Initial [REDACTED]

Last Name [REDACTED]

Address 1: [REDACTED] e

Address 2:

City: washington

State: PA

Zip: [REDACTED]

Email: [REDACTED]

Home Phone [REDACTED]

*****EMAIL DETAILS*****

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center. We are sorry to hear about your bad experiences you have been having with your 2012 Dodge Charger. We have documented your statements under your file. If Chrysler wishes to review your documents they can at any time. It is recommended for any mechanical issue to take the vehicle to a dealership to see if they can provide any assistance.

Thanks again for your email.

Sincerely,

John

Customer Service Representative

Dodge Customer Assistance Center

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG1	CH		Open Date	02/19/2013	Built Date	12/14/2011
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	02/13/2012	Mileage	8,149	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	45486	ALL STAR DODGE CHRYSLER JEEP RAM					
Dealer Address	5757 COLISEUM BLVD						
Dealer City	ALEXANDRIA			Dealer State	LA	Dealer Zip	71303
Owner						Contact Type	ROADSIDE
Address						Home Phone	
JONESVILLE LA x						Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	Stuck in park
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	
Product - Transmission / Transaxle - Unknown - Other - Default	

Roadside Assistance Contacted - DATE : 2013-02-19
 Road Side File Created 02-19-13 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 2313 GREENWAY DRIVE 5757 COLISEUM BLVD
 MAGNOLIA LANE
 ALEXANDRIA ALEXANDRIA
 LA USA LA
 VEH IS ON THE SIDE OF THE ROAD.
 DEALER CODE : 45486 ALL STAR DODGE CHRYSLER JEEP RAM
 ***** CASE MANAGER TEAM - District U *****
 Who did you speak with at the dealer and what is their dealer code?
 45486, Service Advisor Conrad
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer? 02/19/13
 What is the current mileage? 80104
 If known, what is the reason for the tow? Check engine light came on,
 won't go into park, transmission shut down. Needed a shifter assembly.
 Have the repairs been completed? Yes
 If yes, when were they completed? Yes
 Are there any parts that need to be ordered? Yes
 If yes, what are the part & order # s? Vehicle is done
 Rental provided? Yes
 If yes, how many days? Rented a vehicle for 1 night.
 with line 23 the dealer put him in a rental for 2 days.
 CLOSED LOOP UPDATE - no need for additional follow-up.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 with lines 11-24.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG7	CH		Open Date	03/01/2013	Built Date	01/03/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	05/31/2012	Mileage	11,543	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	36495	BURNS MOTORS					
Dealer Address	1300 EAST HIGHWAY 83						
Dealer City	MC ALLEN			Dealer State	TX	Dealer Zip	78502
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	MISSION TX					Country	UNITED STATES

Recall - M30: REPROGRAM PCM AND TCM - Advise Owner/Incomplete Recall	Advised Customer to visit a dealership for recall
Product - Brakes - Unknown - Other - Unknown	Customer feels brakes fade away quickly
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Customer feels vehicle may not shift as fast as normal
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	

CQI Survey Record Received - DATE : 03/01/2013

Survey Number : 1243010

Quality Survey ID Number:

Survey Date : 02/25/2013

VIN Last 8 : CH

CQI Comments : I d like to tell you what is great about the car a
nd a couple of things that require improvement.

***** CASE MANAGER TEAM - District U *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed
Spoke to Customer Javier Fabela, Writer asked if there was anything he
wanted to add to the survey, Customer stated he feels the brakes should
be bigger or more powerful, since when he applies the brakes it seems
they fade away after a time of pressing the pedal, Customer also stated
he feels the body of the vehicle has a bit too much roll to it, to where
if you change lanes a little quickly/aggressively you can feel the body
of the vehicle move slightly with it, Customer also stated he feels the
Shifter doesn t shift as fast as expected, Customer stated sometimes the
electronic shifting doesn t respond as fast so he has to put it in a gear
more than once to get it to shift, Customer stated he is Very Happy with
the vehicle overall and loves the car and the gas mileage, Writer advised
customer of M30 Recall and advised that any authorized dealership can
take care of that for him, Writer also suggested customer have a
dealership just check or verify the shifting to make sure it is operating
as designed, Customer stated he will, Writer verified COIN Address, and
advised we will be closing the case

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH7	DF	Open Date	03/05/2013	Built Date	09/04/2012
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	10/27/2012	Mileage	5,267	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	59350	MOSS BROS. DODGE RIVERSIDE				
Dealer Address	8151 AUTO DRIVE					
Dealer City	RIVERSIDE			Dealer State	CA	Dealer Zip 92504
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RIVERSIDE CA				Country	UNITED STATES

Product - Electrical - Heated Seat - Other - Unknown	customer stated heated front seats, heat control doesn't work
Corporate - Complaint Contact - Default - Default - Default	customer stated shifter is to sensitive
Dealer - By-Pass - Default - Default - Default	customer stated shifter is to sensitive
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	customer stated shifter is to sensitive
Product - Electrical - Lamps and Switches - Defective - Default	dash light blacks out when wipers are on
Product - Electrical - MyGig Radio - Other - Default	screen switches to previous in certain screens

Briefly summarize why the customer is contacting Chrysler: Customer called stating when he turns on the heated front seats the heater control will not work. Customer stated he has to turn off the vehicle and turn it back on to make it work. Customer also stated the shifter on the vehicle is very sensitive. Customer stated going from park to reverse it hard as it s very sensitive. Customer feels very unsafe driving his vehicle. Customer stated dealer advised him that it is normal for it to be shifting like that. Customer stated if there is no fix for the issue he is going to trade it in.

Customer called in stating that he returned to MOSS BROS CHRYSLER JEEP DODGE with the vehicle and they still cannot not Duplicate the problem. Customer states that heated seat control does not work properly. Customer also states that new issues are occuring, states that the radio will reset it self back to factory settings. Customer states that the previous agent was suppose to call him back with the next step. Agent called MOSS BROS CHRYSLER JEEP DODGE and spoke to SA Shirle who stated that he needs to bring the vehicle back in so they can try a few other things to have this resolved. Agent advised customer to work with the dealership on this as the vehicle is still under warranty and to call back if any further problems occur.

Customer states he is calling to ensure that his case has been properly documented. Agent advised customer of lines 1-9 and advised the customer that once he has the vehicle at the dealership and it has been diagnosed if the dealership is unable to duplicate or resolve the issue the customer can contact Chrysler again and have his issue escalated to assist the dealership resolving these concerns.

Customer called back becaus when he turns on the wipers even when it is dark, the dashboard lights go out. SA stated that it is due to the ambient, but it would go brighter in a dark situation and dimmer in a bright situation. Customer is also having an issues with the transmission sensitivity. Customer states that the shifter will shift into neutral easily. Customer states that he has to pay close attention when shifting to park, drive and reverse. Customer stated that he will get the seat heater fixed tomorrow. Customer will mention the transmission and the wipers again.

Customer called stating all previously noted issues are still happening within his vehicle. Customer also wanted to add that he is now having

issues with the touch screen. Customer stated that whenever he switched into certain screens it would black out after a few seconds and switch to the previous screen. Customer stated that it should not switch screens without being prompted to do so. Customer stated that he has been to the dealership multiple times and they have not fixed any of his problems. Customer stated that he is concerned about even driving his vehicle as it tends to slip into neutral and he has had many close calls with being in accidents by being hit by another vehicle. Customer states that the dealership even informs customers of the transmission shifter switching gears and yet they have not managed to fix it. Customer wants to have a factory representative involved in this issue as it is a defect. Customer also wants the vehicle to be bought back through lemon law. Customer was very pleasant about all this and thanked agent for documenting the issue and ended the call.

Agent informed customer that the case would be documented and escalated if possible. Agent gave the customer the CAIR number.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: customer declined

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? buy-back

Reassigned to 91L

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

5/13/13 Spoke to customer advising that I am an analyst for Chrysler and have reviewed his/ her case. Based on his repair history, I have determined that his case merits further review. Advised the customer that he should receive a call from Chrysler within five business days. Provided my contact information (888-542-7239 ext. 464) and advised customer to contact me if no call is received. MD1172

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

Owner is seeking relief under the California state

1. What does the customer allege is wrong with the vehicle?

Heated front seats the heater control will not work.

Wipers on, dashboard lights go off.

Hard shifting in park, reverse and drive.

Touch screen will black out and revert to the previous screen.

Vehicle slips into neutral when driving.

2. Was the vehicle purchased new and used? New.

3. If used, what number owner is the customer and what was the mileage?

4. Is customer claiming # of repair attempts or # of days out of service? No.

5. Does the condition described by the customer still exist? Yes.

Customer has been referred back to the dealership.

Reassigned to the West Business Center (TMT).

Customer was contacted today at (time). 11:09 AM, CST

Customer was provided with agent s name and extension

if the customer needs to re-contact the agent.

Customer was informed they should be

contacted within 5 business days.

051313 reassigned to am tl7 to review and respond to owners request for lemon law relief tmt

5/17/13 Received incoming call from customer who advised that he has not heard from Chrysler. Inquired if customer has heard from the dealership.

Customer advised he had the vehicle in on Tuesday and they have ordered a new radio, but have not addressed the transmission concern. Advised customer that the dealership represents Chrysler, and it appears the DM is involved in the case. Customer was satisfied. MD1172

051713 dom left message for Robert Gillam requesting clarification.

051713 dom contacted customer who stated that he has an appt. next Wed. at the dealership for radio. He added that he is concerned about the trans. and shifting into neutral. He says the dealership says it_ is sensitive and was even told so at the sale. He wanted the dealership_ to check it again. Dom stated that the dealership can do so, and if _ necessary contact the tech advisor. CUsomer said if the trans issue can t be resolved, Chrysler can just buy it back. Customer was told that it does not appear that the vehicle qualifies for a buyback, however we will address his concern. Dom stated that she would call Robert Gillam, sm, to ask him to touch base with the tech advisor per customer s concerns.

Customer seemed pleased with conversation and thanked dom.

052113 dom spoke with Robert Gillam, sm, who states that customer's issue was a normal situation, but he will take another look at the vehicle during the customer's visit, and if he deems it necessary, he will contact Noemi, the tech advisor. _

5/22/13 Customer called and said the vehicle was repaired and they replaced the radio and the heated seat button will not work. Customer advised that he shut the car off and then the seat button worked. Advised customer that I am an analyst with Chrysler and not a case manager and referred him back to the Service Manager. Customer advised there is still a problem with the heated seats and the transmission although Chrysler is not verifying it. Advised customer I will be sure it is documented in the case. Customer advised that is all he is asking. Customer advised he spoke to DM, TL7 and will try to reach her. MD1172 Customer has contacted CAC requesting to speak with TL7. Agent advised that CAC does not have contact information for TL7. Customer is requesting a call back at 9 [REDACTED]

5/24/13 Received voice mail message from customer on 5/23 at 8:06 PM advising that he smelled antifreeze and there is a puddle of antifreeze in around the engine. Customer advised that he wants someone of authority to contact him as he wants his vehicle bought back. Customer advised he will be contacting channel 7 News. Customer advised he is taking the vehicle to the dealership first thing in the morning and they can just junk it as he is done with it.

-Spoke to customer at to advise that I received his message but I am not a case manager, I am an analyst and I escalated his case to Chrysler for review. Apologized to customer and advised that his dealership should have the most up to date information on his case and they are working with the DM to find resolution for him. Customer understood and was appreciative of my return call. MD1172

052913 Robert Gillam demonstrated the shifter and compared to other vehicles, the vehicle operated similarly. He stated that the heated seat issue is being addressed today--they are replacing module which should take care of issue.

6/5/13 Received voice mail message from customer on 6/4 at 1:46 p.m. advising that he picked up the vehicle and never heard back from the DM, TL7. Customer requested a phone number for the DM and advised he is still having issues with the vehicle and feels he is being sent in circles.

-Spoke to customer to advise that I received his message and referred him back to the dealership as I am not able to provide a phone number for the DM. MD1172

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: N/A

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

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? MOSS BROS CHRYSLER JEEP DODGE 59350

Reassigned to 88F

Briefly summarize why the customer is contacting Chrysler: Customer is not satisfied with the outcome of the vehicle repair and feels that this should be fixed. Customer stated that they have been requesting to speak to somebody regarding this.

Briefly summarize what the customer is expecting: Customer is wanting to have this vehicle repaired

--

Email sent to BC/CR MGR/DM

--

I called the owner and had an extended conversation with him. Concurred with BC/DM/TA/ Dealer.

Assured owner if future TSB applies to this vehicle while under warranty, we will apply it at no charge.

Email sent to DM/BC.

CAIR closed.

NOTE: owner says vehicle has 10,200 miles.

>>> A new CAIR and I2R Case [REDACTED] have been Opened to further assist customer.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG7	CH	Open Date	03/06/2013	Built Date	01/06/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	08/09/2012	Mileage	15,043	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PTW	LUXURY BROWN PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	41234	TOM EDWARDS INC				
Dealer Address	1425 WEST MAIN STREET					
Dealer City	BARTOW			Dealer State	FL	Dealer Zip 33830
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LAKELAND FL				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Hinges on door and trunk or to weak and dont hold up good
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	No further assistance needed/ feedback
Product - Drivability - Unknown - Other - Default	Shifter is not user friendly and uncomfortable to use
Recall - M30: REPROGRAM PCM AND TCM - Advise Owner/Incomplete Recall	Stated it showed recall was incomplete
Product - Electrical - Unknown - Other - Default	USB Port located in a difficult spot and hard to get to
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 03/06/2013

Survey Number :

Quality Survey ID Number:

Survey Date : 02/28/2013

VIN Number : 2C3CCACG7CH

Mapping Class : Non-Legal/Non-Dealer

Event Type : 1st Warranty Visit

CPS Score : 10

***** CASE MANAGER TEAM - District M *****

'Survey Comments'

Customer states there are several design issues with the car and customer wants to discuss them with someone from Chrysler.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

- Writer contacted customer to review the survey and customer wanted to provide a brief description of his background with Chrysler and how he feels about these designs in the Chrysler 300. Customer worked for Chrysler dealer as a mechanic and was a salesman selling Chrysler brand products. Customer stated he was raised in a Chrysler family and is disappointed on how they have changed their business and designs. Customer stated the detents front door hinges are so weak they will not hold the door open, just sitting in the driveway it will slam shut and just sitting at level in a parking lot when there is a breeze the door will swing shut while the customer s leg is out. With the trunk they didn t put the trunk lid on hinges and the latch assembly hangs down so that if someone put their head or hand in it, it would slam shut easily. The USB port is on the bottom floor of the center console, if you have anything in the console, you have to move it to get to the USB port, there is plenty of room on the dash for them to install it there.

Customer also states with the home link is not even offered or an option on this brand. The shifter is designed poorly and very uncomfortable to use and it s not user friendly. Writer stated these comments would be sent up to Chrysler for feedback and hopefully will change the designs. Customer also stated he knew the previous AM Wanda and knows that there is another AM for his area with the dealer and asked for an appointment to be set up for her to contact the customer. Writer stated that may not be arranged because we normally do not do that but writer stated an email

can be sent to the AM and will see if she could call him. Customer gave permission for writer to give out his number. Writer then stated this again will be documented and survey would be closed. Writer did advise customer to call Chrysler if any assistance is needed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG7	CH	Open Date	03/26/2013	Built Date	03/28/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	11/26/2012	Mileage	5,684	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	61998	WESTBORN CHRYSLER JEEP INC				
Dealer Address	23300 MICHIGAN AVENUE					
Dealer City	DEARBORN			Dealer State	MI	Dealer Zip 48124
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	INKSTER MI				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default transmission light on, shifter will not move into park

Briefly summarize why the customer is contacting Chrysler: Customer states that her check transmission light came on as she was returning home. Now in her driveway she cannot turn off the vehicle or move the shifter out of drive into park.

Briefly summarize what the customer is expecting: Writer conferenced customer to Mo in Chrysler Roadside Assistance for further help.

(wife) called back in requesting a rental vehicle. Customer states that roadside will be there in a bit to tow the vehicle over to the dealership. Customer states the dealership is closed, agent states that it will be placed on their lot. Advised customer to contact the dealership in the morning to make them aware of this, and tell them what is going on. The vehicle will need to be diagnosed before we can look into rental. Agent also informed the customer the dealership can provide a rental as well. Customer understands, and will see what happens tomorrow.

Customer's wife, , called back to say that tow truck showed up to her home to tow vehicle to the nearest dealership and they will not tow the vehicle as the vehicle is stuck in DRIVE (not park). Agent reviewed owner's manual and advised the customer's wife that we only have emergency procedure for stuck in PARK in the manual and advised the customer that we do not have a procedure for stuck in DRIVE. Customer stated that the vehicle is in her driveway at home. She has locked the vehicle but cannot shut it off. Brittany stated she will contact the dealership in the morning.

Agent advised to ensure the emergency parking brake is on if she is leaving vehicle like this.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXJG6	CH	Open Date	04/05/2013	Built Date	03/22/2012
Model Year	2012	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
In Service Dt	05/16/2012	Mileage	21,000	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PRY	REDLINE 3 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	58729	SCHLOSSMANN'S DODGE CITY CHRYSLER			JEEP, INC	
Dealer Address	19100 W CAPITOL DR					
Dealer City	BROOKFIELD			Dealer State	WI	Dealer Zip 53045
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SUSSEX WI 5				Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	customer seeking information on 4WD
Corporate - Technical Assistance - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:

Customer is calling because he wants to know what type of 4wd this vehicle has. He has been given 3 different answers at the dealer. From it is 4wd all the time to it kicks in at 32 degree. Customer is getting frustrated. He would like Dodge to know as well that there are some things they should do differently. On this vehicle you cannot buy an extra rim. He was so sick and tired of black Interiors he read the book and he could get in a cream but then saw a nice pic Of the red interior and this is what he ordered. When it came in it had black floor liners and he wants red floor mats but was not even able to order them.

Seat belt hook needs to be 2 longer and would not have to swear to put it on with a

When he has a coat on. As well the electronic shifting. Half the time you put it in park it goes into reserve. 1/3 time it goes into reserve. Born and raised with charger.

Briefly summarize what the customer is expecting:

Customer would like information on the type of 4wd this vehicle has. Agent could not find it in the manual.

Agent advised the customer it would be escalated for an answer.

Reassign to 82k

4/10/13 Our records indicate this vehicle was equipped from the factory with the Borg Warner 44-40 full time all-wheel drive transfer case.

ALL-WHEEL DRIVE (AWD)

This vehicle is equipped with an active on-demand All-Wheel Drive (AWD) system which makes available optimum traction for a wide variety of road surface and driving conditions. The system minimizes wheel slip by automatically redirecting torque to the front and rear wheels as necessary.

To maximize fuel economy, your AWD vehicle automatically defaults to rear-wheel drive (RWD) when road and environmental conditions are such that wheel slip is unlikely to occur. When specific road and environmental conditions require increased levels of road traction, the vehicle automatically shifts into AWD mode. Automatic AWD operation could be activated by outside temperature, wheel slip, or other predetermined conditions (there may be a slight delay for AWD engagement after a wheel slip condition occurs). AWD can also be manually selected by moving the shift lever into the AutoStick mode

(+/-) or activating the windshield wipers for an extended period of time. Drive mode, RWD or AWD, is displayed momentarily in the Electronic Vehicle Information Center (EVIC) in the gauge area of the vehicle display when the transmission is first shifted into gear, and if the drive mode changes during vehicle operation.

Reassigned file back to JE779 for proper handling

Called customer and advised that a response had been received and would call back again to give the response

Agent contacted the customer and advised of 23-49

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG7	CH		Open Date	04/11/2013	Built Date	12/01/2011
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	12/31/2011	Mileage	30,000	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	60419	HOMER SKELTON CHRYSLER DODGE JEEP					
Dealer Address	7661 HIGHWAY 51 NORTH						
Dealer City	MILLINGTON			Dealer State	TN	Dealer Zip	38053
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	MEMPHIS TN					Country	UNITED STATES

Recall - M08: GEAR SHIFT INDICATOR LIGHT BRIGHTNESS - Advise Owner/Incomplete Recall	Advise of open recall
Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall	Advise of open recall
Recall - M30: REPROGRAM PCM AND TCM - Advise Owner/Incomplete Recall	Advise of open recall
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	Coverage issue
Product - Electrical - Lamps and Switches - Other - Default	Customer states his transmission light came on again
Corporate - Lost Customer - Default - Default - Default	Disconnected
Product - Transmission / Transaxle - Unknown - Other - Default	Lemon Law
Product - Transmission / Transaxle - Unknown - Complete Failure - Default	Vehicle not drivable

Briefly summarize why the customer is contacting Chrysler: Customer states his vehicle's transmission has failed and has been towed to a dealership. Customer states he purchased the vehicle December 31, 2011 and less than 30 days later the transmission needed repair. Roadside assistance only covered 20 miles of the customer's tow; the vehicle was towed 24 miles; customer says he had to pay for the 4 extra miles.

Briefly summarize what the customer is expecting: No action.
No action taken by agent lost customer.

Briefly summarize why the customer is contacting Chrysler: Second agent has also lost customer. Agent was advising customer of recalls in particular M30. The Powertrain Control Module (PCM) and Transmission Control Module (TCM) on about 66,530 vehicles may have been inadvertently programmed with software that may permanently set an internal temperature too high diagnostic code or not run the position valve stuck diagnostics. The internal temperature too high diagnostic fault can cause permanent Malfunction Indicator Lamp (MIL) illumination. Failure to run the position valve diagnostics can allow an improperly operating position valve to go undetected and fail to illuminate the Malfunction Indicator Lamp (MIL) as required by regulation. Answer ID 23521.

Customer did say transmission is shut off and could not put into park. If customer calls back please ask him to call on a better line (land line) so we do not keep losing him.

Briefly summarize what the customer is expecting: Customer needs assistance with transmission problem.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating he is very upset and he is trying to remain calm but he has spoken to two other people and the calls have been dropped. Customer stated the same issue has happened to him as in CAIR.

Customer states he is not able to drive vehicle. Customer stated he was at a stop light when the light in the dash came on and said check engine and then the transmission light came on and the car would not move. Customer stated he let the car cool down and it would not move again. Customer states he has already filed for lemon law and was declined. Customer stated he contacted roadside for towing and they will only tow

the customer to the nearest dealership and then the customer will have to pay to have it towed to the dealership of his choice.

Briefly summarize what the customer is expecting: Customer is expecting Chrysler to pay for the towing and repair his vehicle and to document his comments.

Writer advised the customer of the three open recalls M08, M10, and M30. Customer stated he was aware of the recalls.

Writer advised the customer we are not able to reimburse you for the towing to the dealership of your choice. As it is only covered to the closest dealership. Writer stated she has documented his comments and that she will contact the dealership to schedule an appointment to have his vehicle diagnose.

Writer contacted the dealership at 9018720195.

Writer was not able to speak to any one in the service department as they were closed for the night.

Writer advised the customer the handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an Agent that will contact the Dealer on your behalf first-thing tomorrow morning, and continue to work on this case. The Agent will be contacting you tomorrow, once the Dealer has been contacted to provide you an update. This will ensure that your issue/concern/question is reviewed as quickly as possible since the dealership is close she will send his CAIR to the resolution team.

Reason for Dealer Contact:

Dealer Code: 60419

Dealer Personnel Required: service manger

Customer s Preferred Method of Contact: phone

Customer Phone Number (Morning): [REDACTED]

Customer Phone Number (Evening): [REDACTED]

Customer Email address: [REDACTED]

Reason for assigning to Resolution Team:

Assigned to 86T

Writer followed ANSWER ID 23704:

The most common scenario where the Resolution Team would be utilized is when handling cases after-hours, where a call to the Dealer cannot be placed:

Writer contacted HOMER SKELTON CHRYSLER DODGE JEEP Dealer Code: 63- 60419 at 901-872-0195 and left a voice mail message for SA Tim Lemar.

Writer contacted HOMER SKELTON CHRYSLER DODGE JEEP Dealer Code: 63- 60419 at 901-872-0195, no answer, unable to leave a voice mail message.

Writer contacted HOMER SKELTON CHRYSLER DODGE JEEP Dealer Code: 63- 60419 at 901-872-0195

SA Tim, vehicle is currently at the dealership since 04/11 and requires a replacement valve body and transmission shift solenoid. SA advised the part is expected tomorrow morning and the repair should be completed same day.

SA Tim also advised the recalls: M08 GEAR SHIFT INDICATOR LIGHT BRIGHTNESS; M10 ABS/ESC WIRING; M30 REPROGRAM PCM AND TCM will be completed.

CUSTOMER CONTACT at [REDACTED] - left a voice mail message to advise of diagnosis. Writer left phone number and ext 4718026.

Customer contacted writer, left a voice mail message. Customer states he picked up his vehicle today and he is not satisfied with the repair.

Customer states when he shifts the gears there is a rough shift from park to drive or reverse. Customer states he is scheduled to go back to the dealership on Saturday morning for this issue. 04/17 3:09 PM.

CUSTOMER CONTACT at [REDACTED] - writer advised customer his case is being escalated to a CM for further handling. Customer was appreciative.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates [REDACTED]

Who has possession of the vehicle? Owner - appointment scheduled for 04/20

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 60419

Reassigned to 88F

* * * * * CASE MANAGER TEAM - District U * * * * *

Status update provided via email to the following email address:

[REDACTED]

Dear [REDACTED]

My name is Melanie and I have been assigned as your case manager. Here is some information that will be helpful for you to have:

Your case number: [REDACTED]

Chrysler Case Management telephone number: 1-800-763-8422

My direct extension: 66356

My work hours: 9:30am- 6:00pm Central Time Monday-Friday

I will contact you by the end of my shift today by telephone to review your case with you

End of Status Update

* * * * * CASE MANAGER TEAM - District U * * * * *

Original owner

1 new and 1 used

OOW: No

No MVP

Writer called and spoke to SM Rodney and SM stated that the customer is coming in on Saturday 4/20. SM stated that they did complete recalls M08 GEAR SHIFT INDICATOR LIGHT BRIGHTNESS WARRANTY M10 ABS/ESC WIRING SAFETY M30 REPROGRAM PCM AND TCM. Writer let SM know about the new recall N07 SEAT WIRING HARNESS CONNECTORS. SM stated that they will continue to work on the vehicle that day for the customer

MR [REDACTED] called to speak with their Case Manager. Transferred the customer to TV152 at ext 66302

Writer received transferred call from customer. Customer advised that he was bringing his vehicle in on 04/20 per lines 121-122. Customer also advised that he s been having issues in the transmission, that it has been shifting roughly. Customer reported that he d tried to have the vehicle declared a lemon back in 2012, per CAIR [REDACTED], but was told that according to state law, it needed to have three incidents of the same issue. Customer reported that this most recent occurrence is the third incident and that the technicians at the dealership said that they had to contact Chrysler about the issue. Customer said he didn t feel confident about them. Writer advised that she could escalate the case to the pre-qualifying team (LL), and that someone would contact him on 04/22.

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

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

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

*** Jennifer Deluna with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Jennifer Deluna at 888-542-7239, extension 435. Thank you. ***

04/22/13- Made my initial call to customer: left a voice mail informing customer his case has been escalated to me for special handling. Left my name and phone number for a return call. Will follow up this afternoon jd1352

04/22/13- Contacted customer: left my second voice mail today requesting a return call. Will follow up with customer on 04/23 jd1352

04/23/13- Contacted customer: left a voice mail informing customer I wanted to speak with him in regards to his vehicle concerns. Left my name and phone number for a return call. Will follow up this afternoon jd1352

04/23/13- Received a call back from customer and he informed me he picked up his vehicle from the Dealer last week however he took the vehicle to the Dealer on 04/20 to let them know that every time he shifts the vehicle makes a weird noise. However the Dealer informed him that there was nothing wrong with the vehicle and he took the vehicle back. Apologized to customer for the inconvenience and asked customer if he would be willing to take the vehicle back into the Dealer. Customer agreed and informed him I would contact the Dealer and once I had an appointment scheduled I would give him a call. Will make my initial call to Dealer in 04/24 jd1352

04/24/13- Made my initial call to Dealer: spoke with Service Advisor Rodney and he informed me customer did stop by last week saying when he shifts gears the vehicle makes a noise. Rodney informed me he explained to the customer that it was just the linkage putting it in gear that it was a normal noise he was hearing. Informed Rodney if we could schedule him back in just so we can cover all basis and open up a STAR case as well. Rodney stated that was fine and we scheduled customer to drop the vehicle off on Monday and I authorized a rental if customer needed one. Thanked Rodney for his assistance. Will contact customer on 04/25 to

confirm his appointment. Jd1352

*** If the customer should call, please request them to contact Jennifer Deluna at 888-542-7239, extension 435. Thank you. ***

04/25/13- Contacted Customer: left a voice mail informing customer I did speak with the Dealer in regards to his vehicle concerns and the Dealer stated Monday would be best for him to drop off the vehicle that way they can keep the vehicle for a few days to make sure everything is running normal with the vehicle. Informed customer I authorized a rental for him as well so he can just drop it off on Monday. Informed customer if Monday would not work to please give me a call back and I can change the appointment for him. Thanked customer for his time and left my phone number for a return call if need. Will follow up with Dealer on 04/29
jd1352

04/29/13- Contacted customer: left a voice mail informing customer I left him a voice mail on 04/25 informing him I scheduled an appointment for him today and I wanted to verify if he was able to take his vehicle in. left my name and phone number for a return call. will follow up on 05/01
jd1352

05/01/13- Contacted customer for the 3rd time informing him I wanted to do a follow up. Left my name and phone number for a return call. Will contact Dealer on 05/02 jd1352

05/02/13- Contacted Dealer: spoke with Service Advisor Rodney and asked him if customer ever showed up to his appointment on 04/25 because I have left several messages for the customer and I just wanted to verify before I went ahead and closed the case. Rodney stated the customer has been in several times but he was going to double check if he did go in on the 25th and then give me a call back. Thanked him for his time. Will follow up with Dealer on 05/06 jd1352

05/07/13- Contacted Dealer: spoke with Service Advisor Rodney to confirm if customer ever brought the vehicle back in on the 25th and he stated he didn't. thanked him for the information, will prepare to close case on 05/08 jd1352

Spoke to customer on my initial call and customer agreed to take his vehicle back to the Dealer. I contact Dealer to schedule customer an appointment and called customer on 04/25, 04/29 and 05/01 to inform customer of his appointment and customer has failed to follow up. jd1352

*** If the customer should call, please request them to contact Jennifer Deluna at 888-542-7239, extension 435. Thank you. ***

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG0	CH	Open Date	04/12/2013	Built Date	01/13/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	01/24/2012	Mileage	26,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	67962	POTAMKIN'S PLANET DODGE				
Dealer Address	9975 N W 12TH STREET					
Dealer City	MIAMI			Dealer State	FL	Dealer Zip 33172
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HIALEAH FL				Country	UNITED STATES

Recall - M30: REPROGRAM PCM AND TCM - Advise Owner/Incomplete Recall	Advised customer of recall M30
Corporate - CNA Change - Default - Default - Default	Updated phone number and email address

Briefly summarize why the customer is contacting Chrysler:

Customer called asking about recalls on the vehicle. Writer advised of recall M30. Customer stated that her vehicle started to roll out of her driveway when she was inside the house. Writer found her closest dealership and transferred to SA Sean.

Briefly summarize what the customer is expecting:

To have the vehicle repaired

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG4	DH	Open Date	04/15/2013	Built Date	11/03/2012
Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
In Service Dt	12/05/2012	Mileage	13,700	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	64784	BRICKNER MOTORS INC				
Dealer Address	16450 CO HIGHWAY A					
Dealer City	MARATHON			Dealer State	WI	Dealer Zip 54448
Owner						Contact Type LETTER
Address				JBURKE@WISCONSINLIFT.COM	Home Phone	
	BROOKFIELD WI					Country UNITED STATES

Dealer - By-Pass - Default - Default - Default	Failed to go into park
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Failed to go into park
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Failed to go into park
Product - Brakes - Unknown - Other - Unknown	Vehicle rolled when no one was in vehicle
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer would like Chrysler to be aware that the vehicle does not shift into park but into reverse and because of this the vehicle rolled into the garage and destroyed his garage door. Customer states that the company has four of these vehicles from 2012 and 2013 models and three of four of them have this issue as well. Customer has brought vehicle into dealer and dealer asked that he call Chrysler CAC to document concerns.

Briefly summarize what the customer is expecting: Documentation
Agent provided CAIR number for customer's records.

Referral from Star Center case

VEHICLE IS LOCATED AT:

BRICKNER MOTORS INC CJDTR

16450 CO HIGHWAY A MARATHON WI 54448 715-842-5611

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, SCAN TOOL CODES POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER REQUEST EAA INSPECTION 04-16-2013 08:06

CAIR NUMBER E-MAIL SENT TO EAA 04-16-2013 08:06

First day he has available to drop off the vehicle for an inspection will be Thursday, 4/26/12.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/26/13 AT 22:10:35

Reviewed report and photos. No manufacturing responsibility found.

Dictated letter.

POSTMARK DATE: 043013; DATE RECEIVED: 043013

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG9	DH	Open Date	04/15/2013	Built Date	09/08/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	02/18/2013	Mileage	3,480	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color						
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	60557	SCOTT ROBINSON CHRYSLER DODGE				
Dealer Address	20900 HAWTHORNE BLVD					
Dealer City	TORRANCE			Dealer State	CA	Dealer Zip 90503
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LOS ANGELES CA				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default

The vehicle is stuck in Drive

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: The customer has a stuck in park issue, and states that she was about 15 miles from home, and the vehicle would not move. The customer has a broken tibia bone on her left leg, and is on crutches, and does not need the inconvenience of having to have the vehicle at the dealership two times within 58 days from the ISD of 02/18/2013. The customer had key issues on 02/28/2013, and now the vehicle is stuck in park. The customer states that the dealership where the vehicle is at which is the:

Scott Robinson Chrysler Dodge Jeep Ram

20900 Hawthorne Blvd

Torrance, CA 90503

(310) 542-0900

Briefly summarize what the customer is expecting: The agent verified the customers information and informed the customer that she is documenting her concerns.

The agent called the Scott Robinson Chrysler Dodge Jeep Ram dealership and, agent spoke to the Service person, who is a Service Director Kevin, and he said that the vehicle is stuck In Drive, and that they have the vehicle in a Technicians bay but have not diagnosed the vehicle as of yet, but Service Director Kevin said that possibly- the issue is that there is something possibly wrong with the transmission but he was not sure yet as of this point.

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

Preferred Morning/Midday call back number is =

Preferred Afternoon/Evening call back number =

Customer email address for case updates: =

Who has possession of the vehicle? = at Dealership

Is this a request for Lemon Law, buy-back or replacement? = Replacement Reassigned to 91L

The Service Director Kevin said that the CM is 3,546 miles.

Agent reassigned to 91L

Customer was hope there was a way to speed process up.

Agent advised customer that CM Team will be contacting them once they have gathered the information they need.

Customer states that first payment for vehicle is coming due and that they were hoping to resolve vehicle issues before then.

Customer states they have called a few places who advised that transmission will continue to have issues.

Agent advised customer that they can refer to blue and white hand book

and contact Attorney Generals office for further information on the process.

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

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

Owner is seeking relief under the California state

1. What does the customer allege is wrong with the vehicle? vehicle stuck in park

2. Was the vehicle purchased new and used? NEW

3. If used, what number owner is the customer and what was the mileage?

4. Is customer claiming # of repair attempts or # of days out of service? days

5. Does the condition described by the customer still exist? yes

Customer has been referred back to the dealership.

Reassigned to the West Business Center (TMT).

Customer was contacted today at (time).

Customer was provided with agent s name and extension

if the customer needs to re-contact the agent.

Customer was informed they should be

contacted within 5 business days.

041813 reassigned to am slw5 to review and respond to owners request for lemon law relief tmt

Briefly summarize why the customer is contacting Chrysler: ERICA D PARKS

called in stating that Chrysler Head Office is taking too long with the decision. Customer states that she is seeking a brand new vehicle as she had only owned the vehicle for 55 days and she is having transmission problems. Customer states that would like to have documented that CDJ dealership 60557 has done the best they could for her.

Briefly summarize what the customer is expecting: Customer is seeking a call back from the case manager.

Writer advise customer that her case is being handled in the legal team.

Writer advised customer that it is documented that she is requesting a call back.

Erica called asking why her CM has not called her back. Agent advised the customer she will hear from her CM when she has more information. Agent advised the customer the case manager is still reviewing the details and will contact the customer when she has more information.

The customer called back stating that she has not received a call back regarding her vehicle concerns. I advised that today marked the 5th business day, but informed her that I would make a note in her case that she needs a call back. TR756

The customer called back stating that she has not received a call back. She stated that she was told to wait 5 days, and it is unfair to her as a customer when she is not contacted. I apologized to the customer and stated that I would put a note in her case. The custom said that she has been waiting all day for a call and does not want to wait any longer. The customer requested her case number which I provided. The customer also requested the AM s contact information. I informed the customer that I did not have that information to give, but advised that she contact her repairing dealer since the AM is over that area and they have direct contact with the AM. TR756

The customer called back stating that she still has not been contacted. She stated that this is very poor customer service. I apologized on behalf of Chrysler and informed the customer that I did not know why she has not been called. The customer requested the AM s supervisor name and number. I told the customer that I do not have the information to give out. I advised that I would update the case and again request that she be contacted. TR756

Received a voice mail message from the customer stating that it has been 8 days since her case was sent to the BC and she still has not been contacted. The customer said that she contacted the dealer, but also has not received a call from back from them. The customer again expressed how poor the Chrysler Customer Service is. The customer explained that she fears for her and her family s life while in the vehicle. The customer seemed extremely angry and requires a call back immediately. TR756

04/25/13 Emailed BC customer is seeking contact. TL/T

Spoke to the customer and informed her that we have again sent her case to the BC informing them that she needs to be contacted. The customer understood. TR756

04/25/13 CL549

Why is the customer contacting Chrysler? Customer has phoned the wrong CAC department. Agent has advised customer and has transferred customer

to the US CAC department

Customer stated that she still has not received a callback from the business center regarding her vehicle as she feels that she does have a lemon. Agent advised customer as per lines 109-112. Agent informed customer that it does take time to review her file as the BC would like to provide the most efficient and positive response to her.

The customer called back stating that she still has not been contacted. I apologized and stated that I would make a note in her case. The customer informed me that she is having addition electrical problems with the vehicles. She said that there is an issue with he radio changing stations when driving over a bump and the CD player is skipping tracks randomly. She also informed me that the headlights would no turn out this morning, but they finally turned off once when turned on the windshield wipers. TR756

04/26/13 Emailed BC customer is seeking contact. TLT

The customer left a voice mail message on 4/26 @ 6:12 EST. The customer stated that he vehicle was acting up again. She feels it is extremely dangerous and feels that it is unsafe. She customer is pleading with Chrysler for someone to contact her. TR756

4/29/13 Emailed tmt regarding customer s request to be contacted. CM

The customer called back stating the vehicle was stuck in park. I advised if the vehicle is giving her issues then she should take the vehicle in for repairs. The customer stated that she can be without transportation. She has a broken leg so she is unable to take a bus or taxi. I advised the customer contact the dealer, and ask if they would provide her with a rental or loner vehicle. The customer said she has to go to the DR about her leg today so she could not take the vehicle in till tomorrow. TR756

The customer called back angry stating that she spoke to the dealer (60557) Scott Robinson regarding a rental car. The dealer told her that they would not provide a rental until after the vehicle has been diagnosed. The customer stated that she can not sit around and wait around for diagnoses because her leg has to propped up. The customer does not understand why she is not being contacted sand thinks that Chrysler is showing extremely poor service. The customer stated that she has a brand new vehicle and just wanted to swap it with another Charger, but at this point she wants Chrysler to buy back her vehicle and she will go to Toyota or Nissan. I apologized to the customer and informed her that we have already informed the BC today that requesting that she be contacted. TR756

042913..dm spoke to owner and owner to take vehicle into Scott Robinson CJD. Customer wants to return to dealership where first repair was made. Kevin McCorry to see customer and provide rental during repairs. dealer to contact once diagnosis is made and customer is still wanting vehicle replaced. dm will review once diagnosis is made..slw5

Received a voice mail message from he customer. The customer was confused and thought the the AM SLW5 was the GM for Scott Robinson (60557). I clarified for the customer and informed her that the case manager is a Chrysler Area Manager. The customer now understands that SLW5 works for Chrysler and not dealer 60557. TR756

The customer called and said that George from Champion called to offer he a replacement vehicle because hers is a lemon. Customer wanted to know what was going on as she has not heard from the AM. I advised that she ask George as I am not the case manager and he would have a better understanding.

slw5 working with dealership Scott Robinson CJD and dealer has not been able to duplicate concern. Did make repair last time customer was in. Customer is also talking to Champion CJD where she bought the vehicle and slw5 just left message for George to discuss her vehicle. am slw5 just spoke to owner of Champion CJD to see if he can do a trade assist. Problem is customer owed more on trade in vehicle than what it is worth and \$5,000 had to be added to this loan to cover the inequity. Dealer is looking to see if he can get the customer out of the vehicle and will let AM SLW5 know.

050113..AM reviewed above with Ms Parks on phone as she returned call. Told customer that Champion CJD will be working with customer and we have the opportunity to repair the vehicle. Not sure if dealership can do trade assist as customer trade in value was less than payoff. customer states she understood and will work with dealership Champion CJD who she also had been communicating with..slw5

050213..AM wrote email to customer as we have been unable to communicate by phone. AM ask that customer work with Champion CJD contact George.

Scott Robinson CJD has been unable to duplicate the customer concern..slw5

050213..customer left AM voice mail message and upset that Chrysler cannot just take customer out of the vehicle. Customer has had one repair made for the shifter and AM understands customers concern. AM offered Champion CJD trade assist money to take this vehicle in as used and put customer in new vehicle but again customer has \$5,000 added to the loan for payoff on trade in vehicle. AM has provided rental while vehicle at Scott Robinson CJD for diagnosis to make sure vehicle is repaired...slw5 Spoke to customer who stated that Champion CJD would not return her calls, so she traded the vehicle at Scott Robinson CJD for another Charger. The customer had to put \$2,500.00 down on the new vehicle and said that she wants to be reimbursed for it. Tr756

I spoke to Ms. Parks and told her that we could not reimburse her for the down payment, but informed her that we could offer her a service contract. She said that she already bought an extended warranty. She said she got the Added Care 100,000 miles with a \$100 deductible. I told her that she could cancel that contract and then we could add the same contract at no charge. She was not satisfied and also wanted Chrysler to provide her with the GAP. I told her that I do not have the resources to provide her with that. The customer wanted to speak to the Area Manager to see if she could provide the GAP. I told her that the AM requested me to handle the case and provide the customer with a service contract. I then offered to take the deductible down to \$50 and the customer was satisfied. TR756

I confirmed that the customer has a Chrysler Service Contract the Added Care Plus 100,000 miles with a \$100 deductible. She paid \$2,000.00 for the contract and it was financed with the vehicle.

The customer is going to cancel the service contract on her new vehicle VIN# DH690762 and follow up with me so the new contract (Added Care Plus/100,000 miles/\$50 can be applied to the vehicle. TR756

The customer called back and stated that the dealer would not allow her to cancel the contract and told her that they had to look into it first.

I advised that I would contact the dealer and see if I can assist in getting things moving. TR756

051313..am slw5 has left messages for Bobby in finance and am will be at the dealership Tuesday 051413..slw5

05/14/13 AM (SLW) called in to advise they are not going to be doing a Goodwill Certificate. She will reimburse the customer \$2K for their CSC as settlement. If customer calls in, direct them to John (Finance Manager) at the dealership who has the check. TLT

051413..dm reimbursing owner for Chrysler service contract and taking contract from a \$100 deductible to \$50 deductible..slw5 service contract is for the new vehicle VIN # DH[REDACTED]

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG7	CH	Open Date	04/23/2013	Built Date	06/29/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	08/29/2012	Mileage	5,000	Dealer Zone	70	
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	66692	FISHER CHRYSLER DODGE JEEP INC				
Dealer Address	349 EAST 32ND STREET					
Dealer City	YUMA			Dealer State	AZ	Dealer Zip 85364
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	YUMA AZ				Country	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeks recall information

Briefly summarize why the customer is contacting Chrysler: Customer states that she as in the parking lot of Wal-mart when her husband was shifting the vehicle and the vehicle jumped ahead and hit a fire hydrant. Customer states that there was damage done to fender. Customer states that she heard about a possible recall and was wondering if this would apply to her vehicle.

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

Agent advised customer that there is no open recalls for this vehicle.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG8	DH	Open Date	04/24/2013	Built Date	11/02/2012	
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	04/02/2013	Mileage	1,015	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	42631	LANDMARK DODGE CHRYSLER JEEP					
Dealer Address	6850 MOUNT ZION BLVD						
Dealer City	MORROW			Dealer State	GA	Dealer Zip 30260	
Owner						Contact Type	ROADSIDE
Address						Home Phone	
FAYETTEVILLE GA x						Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Stuck in park
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2013-04-24
Road Side File Created 04-24-13 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
CLARK HOWELL HIGHWAY 6850 MOUNT ZION BLVD
HIGHWAY 85
FOREST PARK MORROW
GA USA GA
DEALER CODE : 42631 LANDMARK DODGE CHRYSLER JEEP
***** CASE MANAGER TEAM - District M *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
Who did you speak with at the dealer and what is their dealer code?
Service advisor Kevin
Is the vehicle at the dealer now? No
When did it arrive at the dealer? 4/23/13
What is the current mileage? 1,015
If known, what is the reason for the tow? Shifter would not come out of
park
Have the repairs been completed? Yes
If yes, when were they completed? 4/25/13
If no, what is the estimated repair date?
Are there any parts that need to be ordered? NA
If yes, what are the part & order # s? NA
Rental provided? Yes
If yes, how many days? 2
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG6	DH	Open Date	04/25/2013	Built Date	11/13/2012
Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
In Service Dt	11/30/2012	Mileage	36,000	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.				
Dealer Address	928 JERICHO TPKE					
Dealer City	WESTBURY			Dealer State	NY	Dealer Zip 11590
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OCEANSIDE NY				Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Updated coin-phone number
Product - Differential Gear Assy's - Gears - Other - Unknown	Vehicle shifter is not staying in park correctly

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that he is having an issue with the shifter in his vehicle. Customer stated that if you don't push it up all the way and hear it click into park, the shifter doesn't stay in park and goes back into reverse. Agent advised customer to bring the vehicle into a local authorized dealership to have them do a diagnosis on the vehicle and look into possible repair options. Customer became very irate and refuses to bring his vehicle into the dealership to have it looked at. Customer stated that he is not having a diagnosis done on the vehicle when he knows it is an issue with the shifter. Agent advised that a diagnosis would tell us what is wrong with the vehicle's shifter and we then can look into what needs to be done to the vehicle to fix the issue. Customer was becoming more irate and requested to speak with a supervisor. Agent advised customer that it would be a one business day call back.

Briefly summarize what the customer is expecting: For a supervisor to contact him back regarding his issue.

Supervisor contacted the customer at [REDACTED]. The customer wants to notify Chrysler of the issue he is having with the shifter in his vehicle. The customer wants Chrysler to know that this might be a design flaw. Supervisor confirmed that his concerns have been documented and encouraged the customer to have his dealership look at the problem. The customer requested the NHTSA contact information and it was supplied. The customer thanked us for the assistance and will have the dealership look at the shifter.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG9	CH		Open Date	05/14/2013	Built Date	05/14/2012
Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN			
In Service Dt	08/18/2012	Mileage	8,737	Dealer Zone	32	NEW YORK	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	26262	LOWERY BROS CHRYSLER-JEEP INC					
Dealer Address	647 WEST GENESEE STREET						
Dealer City	SYRACUSE			Dealer State	NY	Dealer Zip	13204
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	CICERO NY					Country	UNITED STATES

Referral - Escalation - Default - Default - Default	CoE
Product - Electrical - uConnect Cellular System - Other - Default	Cust advised sometimes both the radio and phone come in at same time.
Product - Electrical - uConnect Cellular System - Intermittent/Cuts In and Out - Default	Cust advised the Bluetooth system stopped working and module was replaced
Product - Transmission / Transaxle - Unknown - Other - Default	Customer advised it is difficult to tell what gear vehicle is in
Product - Electrical - Power Seats - Other - Unknown	Customer advised seat pre-settings are not remembered by system
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Unknown	Customer advised sunglass holder is broken
Product - Electrical - Lamps and Switches - Other - Default	Customer advised the headlights provide very poor visibility.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Buzz, Squeak, Rattle - Unknown	Customer advised there is noise from front driver side dash
Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Satisfactory / Approval - Unknown	Customer advised they like the exterior design.
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	

CQI Survey Record Received - DATE : 05/14/2013

Survey Number : 1497841

Quality Survey ID Number:

Survey Date : 05/12/2013

VIN Last 8 : CH

CQI Comments

***** CASE MANAGER TEAM - District T *****

Survey comments:

Customer advised that sometimes both the radio and phone come in at the same time.

Customer advised the Bluetooth system stopped working and they had to have a module replaced.

Customer advised seat pre-settings are not remembered, after someone gets into the car and readjusts the seat. Customer advised module has been replaced but the problem still exists.

Customer states there are too many unnecessary features on the car.

Customer states that system was priced appropriately but missing specific features.

Customer advised the headlights provide very poor visibility.

Customer advised there is noise from front driver side dash, customer has complained but the dealership has never been able to locate and fix the noise.

Customer advised sunglass holder is broken

Customer advised it is difficult to tell if you are in drive, reverse, or park.

Customer advised they had to chase the vehicle as they thought it was in park and when getting out of the vehicle, the car was rolling.

Customer advised the computer has many bugs and the staff at the dealership is not familiar with how to deal with them.

Customer advised the vehicle was at the dealer every week for a month trying to fix computer issues.

Customer advised they like the exterior design.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Left message writer is following up on survey and customer can call writer back to review.

Writer received message from customer to call her at [REDACTED]

Writer called customer at [REDACTED]. Customer states they are still experiencing issues with the vehicle.

Customer states that she was last in the dealer about a month ago trying to address concerns but dealer was not able to get everything fixed because issues could not be duplicated.

Customer states the memory for the driver side seat presets does not work, it will not hold presets.

Customer states that the brake pedal position preset also does not work.

Customer states it will hold the position if the vehicle is not driven between reset but if customer drives vehicle through out the day the setting will not remember the level the brake pedal should be at and the pedal slowly moves closer to the floor, away from the preset position.

Customer states that the indicator that should come on while the presets re-set themselves does not come on any more.

Customer states that the satellite radio will stop working and will give a red colored error message, not sure what it says.

Customer states that the presets on the radio will stop working at times too. Customer states that the preset channels will turn off at random and turn back on at random. Customer states that the even if she turns the vehicle off and back on the presets will not reset.

Customer states that sometimes the Uconnect will not recognize the phone.

Customer states that it is hard to tell what gear the transmission is in.

customer states she had a hard time feeling if the vehicle was in park and had tried to exit the vehicle when it was still in drive.

Writer asked if indicator for gear selection works. Customer states it does and she has been making sure to use it to verify she is in park before exiting the vehicle.

Writer advised customer s concerns would be reviewed with dealer and options for further support would be researched.

Writer advised customer to expect an update by Monday.

Customer verified email address for writer to send contact information.

Status update provided via email to the following email address:

janlott@yahoo.com

Hi, my name is Nikki. I am your case manager with Chrysler Customer Care.

Here are some details that should help while we work together on your concern.

Chrysler Case Management #: 800-763-8422

My extension: 66328

My office hours are Monday-Friday from 9:30 AM-4:00 PM EST.

Thank you.

End of Status Update

Writer contacted customer and left a message stated CM NU9 was still researching the case and would follow up 05/21/2013.

3rd attempt made to contact customer. Left message 66328. Case manager will follow up with customer tomorrow 05/22/2013.

STAR case [REDACTED] open for customer s vehicle.

Per STAR case the dealer was last recommended to check related wiring for seat position preset and if wiring is good then issue may be possible internal issue with MSM. STAR advised to replace and reset then report back.

Writer called dealer to speak with Service Manager Rich. Writer reviewed customer s concern with the seat memory settings.

Rich states that the customer has been in multiple times since purchase and each time a service rep has taken the time to show the customer how the feature works. Rich states that the customer needs to use the preset button on the door to activate the seat return to the preset. Rich states that the customer is not doing this, she is using the manual adjustments.

Writer advised of the issue with the satellite radio not working and at times playing audio from both phone call and radio at the same time.

Rich states that the issue has not been duplicated and system was

working.

Writer advised customer also has concerns with the presets on the radio intermittently not working.

Rich states that the issue was not duplicated.

Writer advised customer would be contacted to review.

Status update provided via email to the following email address:

Hi Ms. [REDACTED]

I have gotten further details with our service manager at the Lowery Bros service center.

I am researching within Chrysler to see if we may be able to get further support in resolving this concern for you.

I will call you tomorrow to review our next steps.

Thank you.

End of Status Update

Status update provided via email to the following email address:

I wanted to follow up with you regarding your 2012 Chrysler 300. I am contacting you on behalf of your case manager Nikki. Nikki is doing some further research and will give you call as soon as more information is available.

Thank you for your patience and for being part of DODGE!

Case [REDACTED]

End of Status Update

Customer states concern with the seat controls still does not preset, also bluetooth and radio play at the same time and pedal adjustments don't hold their position. Dealer unable to duplicate concern.

Reassigning call to 822.

Writer called customer at [REDACTED] Writer left message that advised case is being escalated with executive group within Chrysler and customer will be contacted once case has been reviewed.

Status update provided via email to the following email address:

janlott@yahoo.com

Dear Janet Lottermoser,

In reference to your concern with the presets. Please be aware of the following technical limitations with the system in your 2012 Chrysler 300:

& DRIVER MEMORY SEAT IF EQUIPPED

This feature allows the driver to store up to two different memory profiles for easy recall through a memory switch. Each memory profile contains desired position settings for the driver seat, side mirrors, adjustable pedals (if equipped), and power tilt and telescopic steering column (if equipped) and a set of desired radio station presets. Your Remote Keyless Entry (RKE) transmitter can also be programmed to recall the same positions when the UNLOCK button is pressed.

NOTE:

Only one RKE transmitter can be linked to each of the memory positions.

Passive Entry door handles cannot be linked to the memory function. Use either the memory recall switch or the RKE transmitter (if linked to the memory feature) to recall memory positions 1 or 2.

Thank you for your time. If you have questions let me know.

Marvin/ CoE operations/ 586 274 8174

End of Status Update

Begin Customer Message reviewed:

The memory for the brake pedal does not work, only the first time I enter the car for the day. If I enter the car another time during the day, the brake pedal is all the way to the floor and it makes it difficult for me to start the car. The gas pedal memory always works. The same problem holds true for the driver's seat memory. If someone moves the seat, it does not remember the settings. If I am the only one entering the car, it will remember the settings each time.

End of Reviewed Customer message

Status update provided via email to the following email address:

Our records reflect your 2012 Chrysler 300 AWD was examined recently by

the local Chrysler dealership Lowery Brothers. At that time, no problem was found. Conversely, if an issue is diagnosed or detected by our Chrysler dealer it is then encouraged for them to perform a repair or contact our technical support office (STAR Center) and fix vehicle under the manufacturer warranty. We are unable to pursue any further repairs unless these issues are clear and present mechanical ones per dealer.

Marvin 586 274 8174

End of Status Update

Begin Customer Message reviewed:

The problems are intermittent and continue to occur. As the problems are intermittent, they are not able to be detected when take to the dealership as they do not occur 'on demand'. I am NOT satisfied with you solution. Please contact me at [REDACTED]. The radio continues to have problems intermittently and the brake pedal memory was present at the last trip to the dealership.

Janet Lottermoser

End of Reviewed Customer message

Status update provided via email to the following email address:

[REDACTED],

It is procedure that you represent the condition for the dealership service department to evaluate and involve Chrysler technical support if needed. The Dealer knows how to obtain technical support. They are the party that is responsible for diagnosis of your vehicle. We can not and will not get involved to diagnose your 300 vehicle via email. Please contact the Service Manager or Service Advisors and present the concern to them. We can not get this issue remedied via email. My best regards

Marvin 586 274 8174

End of Status Update

Customer is not genuinely interested in involving dealership. If or when owner wants to pursue repair they can call me on my direct line provided multiple times.

Customer stated she went to LOWERY BROS CHRYSLER-JEEP and they could not find anything wrong with the vehicle. Customer stated she will pursue another dealership opinion if she returns again to a CJD dealership.

Customer advised that UConnect is operating okay now. Other items in need of attention she felt were the presets for driver seat. Writer advised technically it is not operating beyond factory specs/program. Owner is concerned with the brake pedal adjustment setting still and this is the only issue. Owner asking for another dealer for another opinion. Writer provided dealerships in her area. Wrt advised of Microphone adjustment. Customer stated she normally keeps her vehicles for up to 100,000 miles and she worries about her CSC expiring at 75,000 miles and 'what if' issues and 'out of warranty' issues. Writer agreed to upgrade their 70,000 Mile CSC (without \$100 copayment to a \$0 copayment).

Verified the added changes to owner CSC:

[REDACTED] Active WMX5100N 5 YEARS / 100,000 MILES - \$0 DEDUCTIBLE

Program Description NEW MAXIMUM CARE (FOR VEHICLES WITH 5/100 WARRANTY)

Owner JANET L LOTTERMOSER - 5857 GLENDORA RD , CICERO , NY, 13039-9571 ,

Customer communicated with Writer advising that she is satisfied with action from Chrysler at this time.

Customer is pleased that a goodwill offer was made to stand behind the product.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG7	DH		Open Date	06/27/2013	Built Date	12/08/2012
Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN			
In Service Dt	05/14/2013	Mileage	20	Dealer Zone	35	WASHINGTON	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	68258	LAUREL VALLEY MOTORS INCORPORATED					
Dealer Address	3656 ROUTE 30						
Dealer City	LATROBE			Dealer State	PA	Dealer Zip	15650
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	IRWIN PA					Country	UNITED STATES

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

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

CQI Survey Record Received - DATE : 06/27/2013

Survey Number : 1646130

Quality Survey ID Number

Survey Date : 06/25/2013

VIN Last 8 : DH

CQI Comments : Gear shift, parking break and several minor dislik

***** CASE MANAGEMENT - District T *****

Survey Comments: Outer AC bezels are bright metal and reflect in door glass often annoying and/or distracting driver. Bad shifter, Difficult to place in desired gear on first try. Exhaust pipes should connect to visible oval pipes seen unread of vehicle. Seats could be slightly wider on door side of seat. Needs side trim like 2006 Chrysler 300.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer was not able to leave message.

2nd attempt made to contact customer. Writer was not able to leave message.

3rd attempt made to contact customer. Writer was not able to leave message.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG9	CH		Open Date	06/28/2013	Built Date	11/03/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	12/26/2011	Mileage	21,410	Dealer Zone	42	DETROIT	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	45535	SAM SWOPE CHRYSLER JEEP DODGE RAM					
Dealer Address	5311 DIXIE HWY						
Dealer City	LOUISVILLE			Dealer State	KY	Dealer Zip	40216
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	LOUISVILLE KY					Country	UNITED STATES

Product - Engine - Unknown - Defective - Default	Engine will not turn off.
Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Gear shifter not moving into park/drive/reverse.

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking replacement on her vehicle. Customer states that she was in a parking garage at work this morning and the vehicle would not go into park. Customer states that she cannot turn the engine off. Customer had to call the dealership and they had to send a mechanic over the the parking garage where the customer was at. Customer states that once it would not go into park the gear shifter would also not love in reverse or drive. Customer states that she has had the vehicle in shop several times for service work since she has purchased the vehicle.
Briefly summarize what the customer is expecting: Replacement on her Chrysler vehicle.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Dealer

Is this a request for Lemon Law, buy-back or replacement? Replacement

Reassigned to 91L

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

7/1/2013 Please contact the customer and dealer review concern and handle on merits. GPJ

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

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

Dialed number : line was busy and did not give opportunity to leave voice mail ***follow up note to call customer again 7/3***

*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***

Customer phone number is agent transferred to VM to leave CM a message transferred customer over to Joshua Dunham at 888-542-7239, extension 421.

Customer requested to speak with case manager, agent transferred to 888-542-7239 extension 421 as per request.

Customer calls to speak with their Case Manager. Agent transferred the customer to JD1445 at 888-542-7239 ext 421 and got the voicemail.

Customer called back stating that she wanted to speak to someone. Writer advised customer that she is assigned a case manager and she would have to speak to him. Writer tried contacting the case manager two times and

there was no answer. Writer provided the customer with CM number 888-542-7239 ext 421. Customer thanked agent. Contacted customer: customer vehicle will not shift at all, vehicle will not go in to park , reverse , and cannot turn off engine . Customer had the vehicle towed to Sam Swope Chrysler Jeep Dodge Ram Dealership and is requesting a replacement vehicle. I explained to the customer that at this time a replacement vehicle was not a option but a STAR case would be opened and a rental would be provided and the customer agreed. I Apologized to customer for the inconvenience, as I can certainly understand the frustration and concerns. Advised customer that their case has been forwarded to me for Special Handling to assist with vehicle repair per the Terms of the Warranty, including Escalated Technical assistance, parts expediting and Rental authorization if necessary. Advised customer that I would like to review his case with the Dealer and will call him back to review a plan of action towards a resolution. Customer accepted my offer and was appreciative. Advised customer I will contact their dealers and follow up with them by 7/9***follow up note to call dealership and discuss a plan of action and receive most recent RO information over the phone ***

*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***

contacted service manager : spoke with service manager who gave me current RO information , vehicle was brought in 6/28 and the issue was duplicated for the engine not turning off and vehicle not shifting as well as the vehicle turning on its own once engine shut down. Currently a STAR case is opened an 2 techs have inspected the vehicle and the issue was duplicated on 6/28 but since then they cannot duplicate the issue a second time ***follow up note to call customer and dealership on 7/9***

*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***

contacted customer : updated customer that service manager was reaching out to Area Manager and Area Manger would be back 7/15***follow up note to call customer and dealership on 7/15***

*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***

Customer called in to talk to CM. Agent provide Case number and ext to contact CM and transferred to VM

Contacted dealership: dealership confirmed that they were not able to duplicate concerns and reached out to area manager and area manager has approved a buy back***follow up note to contact customer and touch abse***

*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***

contacted customer: customer updated that she has meeting with general manger to discuss buy back***follow up note to call dealership and customer 7/19***

*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***

Customer called back and agent provided customer with Joshua s phone number and ext but when agent tried to transfer customer to ext 421 the system did not recognize the number. Customer will try the number on her own. *****

Briefly summarize why the customer is contacting Chrysler: Customer was working with Joshua and he has not returned the call. Customer stated she called the number given and the extension is not the same. Customer located another extension in the directory and left a message.

Briefly summarize what the customer expecting: Customer requesting to speak with CM or the supervisor.

Writer verified the phone number on line 92 to be the one the customer is calling.

Writer advised documentation will be added.

Writer could not reopen cair or create a new cair as per answer connect

ID: 23673

there is an open CAIR that is being actively managed by Impartial Services Group (ISG) per the Investigation to Resolution (I2R) process (91 zone designation) and owner is requesting lemon law consideration or some form of lemon law referral action, DO NOT open a new CAIR or reassign existing CAIR to the Lemon Law Qualifying Team; simply refer owner to current I2R Case Manager and advise them to review their request with them. The I2R agent will then review owner s request and handle accordingly.

This referral action would also be appropriate for those CAIRs previously closed by an I2R agent.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG9	CH		Open Date	06/29/2013	Built Date	03/09/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	04/24/2012	Mileage	9,000	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	44851	DRIVEWAY DODGE CHRYSLER JEEP					
Dealer Address	8434 GATEWAY BLVD E						
Dealer City	EL PASO			Dealer State	TX	Dealer Zip	79907
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	EL PASO TX					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Gear shifter stuck in park.
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Briefly summarize why the customer is contacting Chrysler: Customer called because his gear shifter is stuck in park. Customer called the dealership and they said that they could not help him and told him to contact Roadside assistance. Agent transferred customer to Roadside assistance for further assistance.

Briefly summarize what the customer is expecting: Roadside assistance. Writer advised the customer that roadside will only tow the vehicle to the nearest dealership and that any extra distance would be at cost to the customer.

Writer advised the customer that if the component is a covered component then the dealership would be able to authorize up to 5 days of rental. Customer stated that the dealership wont be able to get to the vehicle for 2 weeks. Writer advised if that is the case the customer may want to bring the vehicle to another dealership.

Customer David is calling in again as the tow truck is there and they are going to tow to the nearest dealership.

Caller said they cannot work on his vehicle for a month in Moynahans, Texas.

He cannot come back to this dealership as he has to work and wants the vehicle towed to El Paso, Texas where he lives and the dealership can work on his vehicle right away.

Caller wants Chrysler to pay the difference.

Agent advised that unfortunately the vehicle will only be towed to the nearest dealership and any other distance would be his cost.

Caller said they were going to charge him \$800.00.

Agent advised the customer that it is up to him where he tows the vehicle and agent advised the customer again that the policy is to the nearest dealership and he is responsible for the cost if he chooses to go anywhere else.

Caller said he was going to sell the vehicle.

Agent offered to call another dealership that may be able to work on the vehicle and caller declined.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG9	DE	Open Date	07/03/2013	Built Date	05/02/2013
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	05/17/2013	Mileage	1,425	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60505	ZEIGLER CHRYSLER DODGE RAM				
Dealer Address	3939 STADIUM DR					
Dealer City	KALAMAZOO			Dealer State	MI	Dealer Zip 49008
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MATTAWAN MI				Country	UNITED STATES

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

CQI Survey Record Received - DATE : 07/03/2013

Survey Number :

Quality Survey ID Number

Survey Date : 07/02/2013

VIN Last 8 : DF

CQI Comments : Transmission shifter

***** CASE MANAGEMENT - District V *****

Survey comments: Customer stated the gear shift easily passes reverse and goes into park. Customer liked the older style gear shift.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

. Customer stated it would be nice to have a strap on the trunk lid so shorter people can close. Customer stated current exact mileage is 1425. Customer inquired about coupons for oil changes. Writer offered an oil change SC which customer accepted.

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

ECP24N Contract created. Contract number is .

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAEG0	DH		Open Date	07/08/2013	Built Date	05/10/2013
Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN			
In Service Dt	05/24/2013	Mileage	0	Dealer Zone	51	CHICAGO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Dealer	44340	BRENT BERGHEGER CHRYSLER-DODGE					
Dealer Address	220 W MAIN ST						
Dealer City	MASCOUTAH			Dealer State	IL	Dealer Zip	62258
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BELLEVILLE IL					Country	UNITED STATES

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

CQI Survey Record Received - DATE : 07/08/2013

Survey Number : 1690660

Quality Survey ID Number:

Survey Date : 07/06/2013

VIN Last 8 : DF

CQI Comments :

* * * * * CASE MANAGER TEAM - District P * * * * *

CPS comments: Customer stated that gears shift erratically and that it is difficult to shift gears. Customer stated that one time when customer put vehicle in park, it was actually in neutral, and vehicle rolled and customer had to jump back in vehicle. Customer stated that customer is bringing this to our attention so no one gets hurt or property is damaged. Customer stated that customer would prefer a more traditional shift lever. Park up front, drive in the middle and reverse at the bottom. Customer is overall satisfied with vehicle.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Agent left message for customer inquiring about survey concerns. Agent left contact information 8007698422 ext 66325, requesting a call back to discuss concerns.

2nd attempt made to contact customer, phone number dialed,

Agent left message with contact information 8007638422 ext 66325, requesting a call back.

Customer called in and left a voicemail stating that vehicle is fine other than the way the vehicle shifts. Customer stated that if a recall comes out on gearing he wants to be the first on the list. Customer stated that he may be a traditional shifter, but he doesn't like how the gears are set up because when customer thinks the car is in park, it's in neutral.

Agent contacted customer, phone number dialed, . Agent left message informing customer that message was received and agent would love to discuss customer concerns a little deeper. Agent left contact information 8007638422 ext 66325, requesting a call back.

Agent contacted customer, phone number dialed, . Agent left message containing contact information 8007638422 ext 66325, requesting a call back to discuss case.

Agent contacted customer, phone number dialed, . Agent left message with contact information 8007638422 ext 66325, requesting a call back to discuss the case.

Customer states that shifter works. Customer thinks that Chrysler's concern. Customer doesn't know what dealership would do about issue. Customer just wants to be heard. Customer would like for CM to close the case and customer will contact dealership when or if he wants his vehicle looked at.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG7	DH	Open Date	07/09/2013	Built Date	07/13/2012
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	08/23/2012	Mileage	10,000	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	26013	MILLER'S CHRYSLER JEEP				
Dealer Address	48 KELLY ISLAND RD					
Dealer City	MARTINSBURG			Dealer State	WV	Dealer Zip 25401
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MARTINSBURG WV				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	vehicle ran customer over
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	vehicle ran customer over
Product - Unknown - Unknown - Accident - Default	vehicle ran customer over
Product - Unknown - Unknown - Accident - Single Vehicle Rollover	vehicle ran customer over

Briefly summarize why the customer is contacting Chrysler: Roger called stating the vehicle rolled out of park and rolled over the customer while the customer had his back to the vehicle taking pictures.

Briefly summarize what the customer is expecting: Customer feels the shifter is too touchy and will fall out of park and injure people.

Customer states this is because the vehicle is an Easy shift 8 speed. The customer states he left the vehicle and it tool the vehicle about 8 minutes before it reached 15 feet to run him over.

Lancaster PA Train museum is where the incedent happened.

1. Who is calling and what is their contact information? Roger

Preferred:

Alternate:

2. What happened? vehicle roller out of part and ran the customer over breaking his back and causing him other body injurys

3. What is the current location of the vehicle? MARTINSBURG WV

reassign to 82S

Per OGC Matrix, reassigned to 82T.

7/11/13 ASSIGNED TO MJK32. PAG

CAIR NUMBER REQUEST EAA INSPECTION 07-11-2013 10:51

CAIR NUMBER E-MAIL SENT TO EAA 07-11-2013 10:51

CCRG Open Date: 07/10/2013 15:28:14

Letter Sent: Acknowledgement 07/12/2013 11:29:52

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/22/13 AT 04:19:40

Letter Sent: Denial 07/25/2013

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG8	DH	Open Date	07/18/2013	Built Date	02/11/2013	
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	03/01/2013	Mileage	15,000	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PSC	BILLET METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	45613	ROUNDTREE CHRYSLER DODGE JEEP RAM					
Dealer Address	5395 I-55 NORTH						
Dealer City	JACKSON			Dealer State	MS	Dealer Zip	39206
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	LORMAN MS					Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeks rental
Corporate - Survey By-Pass - Default - Default - Default	Improper shifting
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Improper shifting

Briefly summarize why the customer is contacting Chrysler: Customer stated that he had his vehicle diagnosed at Blackwell Dodge. Because Blackwell Dodge does not have a certified transmission tech they advised him to take the vehicle to JOE USRY CHRYSLER JEEP DODGE for repair. He took the vehicle to Joe Ursy and they also pulled 3 codes stating that the transmission needs to have repairs and that he would need to leave the vehicle there with them and it would be up to 2 weeks before they could repair the vehicle. Customer stated that he needs transportation. Briefly summarize what the customer is expecting: Customer seeks rental vehicle

Who has possession of the vehicle? customer

Has an authorized dealer diagnosed the vehicle? Yes

If a CDJR dealer has diagnosed, what is the dealer name and code? 1st diagnosed at Blackwell Chrysler then to 45503

Dealer Name : JOE USRY CHRYSLER JEEP DODGE

Customer advised a call back is required and will take place within one business day

Preferred Morning/Midday call back number is:

Preferred Afternoon/Evening call back number is:

Customer email address for case updates

Agent contacted the dealership and spoke with SM Terry at dealer code 45503. He stated that he would be more than happy to assist customer with a rental vehicle. He stated that he understands that from Chrysler the vehicle needs to be diagnosed first. He stated that it is unfortunate that he is the only dealership in a 500 mile radius that has 2 certified transmission techs and one is going on holidays. He stated that he is back logged for 2 weeks.

Reassigned to: 86r

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is x

Preferred Afternoon/Evening call back number is

Customer email address for case updates

Reassigned to 86R

Writer contacted customer at and left a voice mail message requesting a return call at 877-759-5427 x 4718026.

Writer contacted ROUNDTREE CHRYSLER DODGE JEEP RAM Dealer Code 63-45613 at 601-500-5566 and left a message for SM Ravel Applewhite, requesting a return call at 877-759-5427 x 4718026.

Writer contacted Howard Wilson CJD Dealer Code 63-66439 at 601-914-2277 and left a voice mail message for SM Darrell Miller requesting a return

call at 877-759-5427 x 4718026.

Writer contacted Blackburn Motor Company Dealer Code 63-38108 at 601-636-2766 and left a voice mail message for SM Roger, requesting a return call at 877-759-5427 x 4718026.

Writer contacted Forest CJD Dealer Code 63-45269 at 601-469-3421 and spoke with SM Monty, he advised he only has level 2 techs and the best bet would be a dealership in Jackson Mississippi.

SM Roger (38108) contacted writer and advised he does have a tech certified to complete a transmission repair. SM advised dealer code 45503 is now dealer code 45613.

Writer contacted ROUNDTREE CHRYSLER DODGE JEEP RAM Dealer Code 63-45613 at 601-500-5566 and left a voice mail message for SM (no name provided on voice mail) requesting a return call at 877-759-5427 x 4718026.

Writer contacted ROUNDTREE CHRYSLER DODGE JEEP RAM Dealer Code 63-45613 at 601-500-5566 and spoke with Service and Parts Director Terry, he advised the vehicle is not currently at the dealership. SD advised he told the customer he would not be able to look at the vehicle for 2-3 week so the customer left. SD states he feels based on the information obtained from the customer that the issue is electrical vs mechanical so the repair may take less time. Writer advised will contact the customer and advise to bring his vehicle into the dealership on Monday and a rental vehicle is authorized for 5 days in order for the dealership to diagnose/repair the vehicle.

Customer seeking rental assistance because VOR for a transmission repair. Contacted Service Manager, Terry at 45613 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-11-53. Rental authorization will be processed by CAC.

Writer contacted customer at [REDACTED] and advised him a rental had been authorized and he should take his vehicle to the dealership on Monday in order for them to diagnose. Writer provided CAIR # [REDACTED] and phone number 877-759-5427 x 4718026 for further assistance. Customer was appreciative.

Writer contacted ROUNDTREE CHRYSLER DODGE JEEP RAM Dealer Code 63-45613 at 601-500-5566 and left a voice mail message for SD Terry requesting a return call at 877-759-5427 x 4718026.

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Writer contacted ROUNDTREE CHRYSLER DODGE JEEP RAM Dealer Code 63-45613 at 601-500-5555 and left a voice mail message for SD Terry.

Writer contacted ROUNDTREE CHRYSLER DODGE JEEP RAM Dealer Code 63-45613 at 601-500-5555 and spoke and with SD Terry, he advised when the oil was changed last they loosened the splash shield to gain access and left a bolt off that would not allow the shifter to go forward. SD advised the customer was in a rental for two days and the dealership will take care of. SD advised the vehicle has been returned to the customer.

Writer contacted customer at [REDACTED] and he confirmed he picked up his vehicle on Thursday and on Friday it would not go into park.

Customer states he contacted the dealership and they advised him to bring the vehicle back today (Monday) but customer states he is out of town and hopes to bring the vehicle back either Tuesday or Wednesday. Customer states intermittently it will not go into park. Writer confirmed customer had phone number 877-759-5427 x 4718026.

Writer contacted ROUNDTREE CHRYSLER DODGE JEEP RAM Dealer Code 63-45613 at 601-500-5555 and left a voice mail message for SA Ravel requesting a return call at 877-759-5427 x 4718026.

Writer contacted ROUNDTREE CHRYSLER DODGE JEEP RAM Dealer Code 63-45613 at 601-500-5555 and spoke with SA Ravel, he transferred writer to SA Jimmy. Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.

Jimmy contacted writer and left a voice mail message, he advised the customer has not brought the vehicle back into the dealership. Jimmy provided phone number 601-500-5659. 07/31 3:59

Writer contacted customer at [REDACTED] and he advised he has not taken his vehicle into the dealership as he has been out of town. Customer states he will be bringing the vehicle into the dealership on Monday.

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates: [REDACTED]
Who has possession of the vehicle? Owner - Customer will be taking the vehicle back to the dealership on 08/05/13
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45613
Reassigned to 88F - Unresolved issue
***** CASE MANAGER TEAM - District U *****

Original Owner

1 new

No MVP

In warranty

5 days in RA 7/19/13

Agent attempted to reach Terry SM of dealer 45613 but the call ended.

Agent sees contact with customer, line 113, bringing vehicle to the dealership Monday 8/5.

Status update provided via email to the following email address:

[REDACTED]
This is Ann. I am now your case manager. I am Elizabeth Ann and I go by Ann. I understand you will be bringing your vehicle to the dealership on Monday August 5th, so I will follow up then.

I am here Monday through Friday 9:15 AM - 5:30 PM Central Time.

My telephone number: 800-763-8422

My direct extension: 66125

I hope to reach you by phone on Monday to discuss your case.

Thank you for choosing Dodge.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed, email

Agent sent email to Terry SM of dealer 45613 to know the diagnosis, cause of failure, parts information and timing. Agent will want to know if warranty is covering the repairs.

Status update provided via email to the following email address:

[REDACTED]
At this point, I have not heard back from the dealer Service Manager. I will call you later today or by tomorrow.

Thank you for waiting.

Ann

800-763-8422 extension 66125

End of Status Update

Agent attempted to contact Terry (SM), however,

SM not available. Left message for a return call at extension 66125.

Agent spoke with Terry SM of dealer 45613 who said the vehicle is still in diagnosis even tomorrow. Agent will contact Terry SM tomorrow afternoon. Terry SM said it came yesterday and they put him in a loaner car.

Status update provided via email to the following email address:

[REDACTED]
I found your Dodge Charger is still in diagnosis even tomorrow. I will be following up with the Service Manager Terry in the afternoon for more information.

Thank you for your patience.

Ann

800-763-8422 extension 66125

End of Status Update

Agent sent email to Terry SM to know of the diagnosis and co-pay.

Agent spoke with Betty Sue SA who said they are now waiting for parts, the shifter and a nob for the shifter which are coming either tomorrow or Friday. Betty Sue SA said they have called the customer to let him know.

Agent spoke with Jerry Parts Manager (PM) when SM Terry was not available. Jerry PM said they should still be receiving the part today or tomorrow.

Status update provided via email to the following email address:

[REDACTED]
I understand the shifter and a nob for the shifter are ordered for your vehicle and should be coming later today or tomorrow. I will check again and update you with any new information.

Ann

800-763-8422 extension 66125

End of Status Update

Agent attempted to reach SA Pat when Terry SM was not available and did not leave a message.

Agent spoke with Betty Sue SA who referred the case to Terry SM or Pat SA. Agent explained they both had VM option and were not available.

Betty Sue SA said the parts have arrived this morning and if they can schedule it today, it may be done today.

Status update provided via email to the following email address:

I wanted to update you that the parts have arrived at the dealership. I will follow up Monday and see if the repairs are finished.

Thank you for your patience. Have a great weekend.

Ann

800-763-8422 extension 66125

End of Status Update

Agent will need Terry SM to consult about the rental of 5 days, lines 69-70 on 7/19/13.

Writer contacted dealer at 601-500-5566 and received SM Terry's voicemail. Writer requested SM to call either writer or CM with information on the progress of the repairs.

Agent attempted to contact Terry (SM), however,

SM not available. Left message for a return call at extension 66125.

Agent called the customer at [REDACTED]. Customer said that after a whole week, he picked it up Saturday and driving out of the CDJ parking lot, the check engine light came on and when he stopped, it would not go into park again so the dealership gave him another loaner and they have the vehicle. Customer said he told the dealer that if they can't fix it he wants to have it traded and he can get another one. Customer said he has only had the vehicle 5 months and it has been in the shop 2 months. Customer said he does not know if he got a lemon because it won't go into park.

Customer was advised that due to the nature of their discussion, a call back is required and will take place within one to two business days.

Preferred call back number is [REDACTED]

Who has possession of the vehicle? Dealer 45613

Is this a request for Lemon Law, buy-back, or replacement? Replacement

Agent sent for review.

Reassigned to 91L.

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

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

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

Initial contact attempt. No answer, left voicemail advising that this case has been escalated for special handling, requested a return call, and provided my contact information. Will attempt to contact customer later 8/19 if there is no response

*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you.***

Left voice mail: left contact information and requested a return phone call ***follow up note to call customer on 8/21***

*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you.***

Contacted dealership : dealership confirmed they replaced the wiring harness and shifter in the vehicle and released to the customer as repaired ***follow up note to call customer and confirm he has the vehicle ***

Left voice mail: left voice mail and contact information and requested a return phone call and inquired about the vehicle being repaired ***follow up note to call customer on 8/27 and offer CRO ***

Contacted customer: customer updated me that his check engine light came back on and rejected park but the light went back off ***follow up note to call customer 8/23 to discuss plan of action ***

contacted dealership : dealership authorized appointment for the customer on 9/3 and a rental would be made available and a SATR case would be authorized ***follow up note to contact customer and update him on his

>>>>>>>>>>>>>>>>>>>>>>> Called customer and left voicemail requesting
call back to 888-542-7239 ext. 2159.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH8	DF	Open Date	07/18/2013	Built Date	08/15/2012
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	04/26/2013	Mileage	3,500	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	07746	HOLMAN MOTOR COMPANY				
Dealer Address	9041 N FIVE FORKS RD					
Dealer City	AMELIA			Dealer State	VA	Dealer Zip 23002
Owner					Contact Type	LETTER
Address					Home Phone	
GAINESVILLE VA					Country	UNITED STATES

Product - Unknown - Unknown - Insurance / Subrogation - Default	Customer has already started an insurance claim.
Product - Unknown - Unknown - Accident - Default	Customer states vehicle collided with a pole.
Product - Drivability - Unknown - Sudden Acceleration - Default	accelerated on its own
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	accelerated on its own
Corporate - Property Damage - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer states earlier today, the electronics in the vehicle all blinked out momentarily. Customer states everything was restored, except the Bluetooth functionality. Customer states he parked the vehicle, turned it off, and continued on with his day, intending to deal with the Bluetooth issue at a more convenient time. Customer states when he attempted to use the remote start to travel home after work, the vehicle started and then accelerated forward into a pole. Customer states when he inspected the vehicle after the collision, he noticed the vehicle was in Drive. Customer states there is minimal damage to the bumper. Customer states the vehicle appears to be in otherwise good condition. Customer states he has already begun an insurance claim to have the damage to the bumper repaired.

Briefly summarize what the customer is expecting:

Customer seeking to document his experience. Agent reviewed case with a Supervisor, and was advised that as a claim had already been started with the insurance company. Customer should continue to work with his insurance. Agent advised of that information, and advised to have electrical issues diagnosed by a DLR. Agent also advised to have the concern with remote start diagnosed.

****End structured narrative T2 - Beginning Narrative

Customer states that her husband called last week because the vehicle took off by itself and hit a telephone pole.

Customer states they contacted their insurance company who told them that if it is a vehicle defect they will not cover it. Customer states the vehicle has been sitting in their driveway since the incident. Customer states she does not want to do anything with the vehicle until this is looked into.

Agent reviewed lines 7-10 with customer. Customer states that the vehicle was still in the Park position not Drive.

1. Who is calling and what is their contact information?

Preferred:

Alternate: same

2. What happened?

Customer states when her husband attempted to use the remote start, the vehicle started and then accelerated forward into a pole. Customer states when he inspected the vehicle after the collision, the vehicle was still running against the pole and was in the Park position.

3. What is the current location of the vehicle? Customers home

[REDACTED]
GAINESVILLE, VA-[REDACTED])

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Reassign to 82S.

Per OGC Matrix, reassigned to 82T.

Briefly summarize why the customer is contacting Chrysler: Customer

called back as she states the last agent informed her that the case

should have been escalated last time she called in on 0718/2013.

Briefly summarize what the customer is expecting: Customer wanted to talk

to some right now that can have the case escalated as she has been

without a car for week and wanted Chrysler to cover the rental. Customer

states the insurance company wanted to take the car apart to find out

what caused the accident and if it was a Chrysler defect they would

charge her for the tear down and not pay out the claim.

Agent advised of the 2-5 Business days for a call back and that can

document on her file she is wanting to escalated the process but they

would have to work on the file and advised would have to stand

Dianne from State Farm called in to see if there are any updates on the

customer's case. Agent advised the case has been escalated up and that

the customer should be getting a phone call back with 2-5 business days.

7/24/13 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 07-24-2013 13:56

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 07-24-2013 13:56

Caller calling back to provide her National Highway Traffic Safety

Administration reference number of: [REDACTED].

Caller reports she was advised by her insurance company to provide us the

NHTSA reference number.

Writer advised that this has been documented and he would be contacted

within 2-5 business days.

CCRG Open Date: 07/24/2013 11:22:28

Letter Sent: Acknowledgement 07/25/2013 08:03:03

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/29/13 AT 19:43:53 [REDACTED]

Briefly summarize why the customer is contacting Chrysler:

Customer calling inquiring about case status.

Briefly summarize what the customer is expecting:

Agent informed customer that there is a notation in case that customer

will be contacted within 2-5 business days by case manager.

Briefly summarize why the customer is contacting Chrysler: The customer,

Jamie Fowler from Team 10 at State Farm Auto in Queens New York states

she is calling on behalf of the customer. She states she would like to

know what is going on with this case. She would like to know if there is

something mechanically wrong with the vehicle where Chrysler is going to

handle the repairs or is it something that the insurance company would

handle?The customer would like a call back and stated that anyone on Team

10 from State Farm Auto can take the information.

Briefly summarize what the customer is expecting: The customer seeks case

update.

Agent advised Jamie of the information on lines 68-81 to give her an idea

of what has been going on with the case. Agent advised Jamie that she will

document her request and notify the agent handling it that she would like

a call back with an update.

Continuation from BT280 notes, the customer that called in named Jamie

Fowler stated the address to State Farm Auto in Queens New York states

the following address is used for this business. Po box 5120 Atlanta GA

30348,8664159020.

Continuation from BT280 notes, the customer that called in named [REDACTED]

[REDACTED] stated the address to State Farm Auto in Queens New York states

the following address is used for this business. Po box 5120 Atlanta GA

30348,8664159020.

Continuation from BT280 notes, the customer that called in named Jamie

Fowler stated the address to State Farm Auto in Queens New York states

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Continuation from BT280 notes, the customer that called in named [REDACTED] stated the address to State Farm Auto in Queen s New York states the following address is used for this business.Po box 5120 Atlanta GA 30348,8664159020.

Customer s wife [REDACTED] in regards to her case she has open. Agent was reviewing the case and went to go back to the customer and the call was disconnected. Agent tried to call the customer back but was unsuccessful in reaching her.

Customer called back in today as she has still not received a call back due to the Special investigation. Writer advised that once I can forward her information off to locate a call back for her I will call [REDACTED] (customer s wife) back with a time frame. [REDACTED] s contact number is [REDACTED]

Nicole from State Farm calling on behalf of customer for case update. Writer advised of lines 148-152.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass

-
Customer called and wanted to know why she has never heard from a CM from Special Investigations yet. Customer states that she keeps calling, and no one can help her, because no one calls her back.

Writer spoke to Team Manager and she will be reviewing the CAIR.

Writer advised customer that she will be receiving a call back, however, she is unsure when the call back will take place.

Customer would like to be contacted at [REDACTED]

-

08.06.13

Customer Call Back Seeking update on 82T -
Phone# [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

8/6/13 UPDATED CCRG FILE & CASE MANAGER. PAG

Letter Sent: Denial 08/06/2013

Customer states that she is unhappy that she has not been called back from the 82T dept. Customer wants to know who she can complain to. Agent advised that he can document the concerns on file and will include the phone number on the notes as well.

Customer would like to be contacted at [REDACTED]

Agent called the Customer and provided the Number for MG17 @ [REDACTED]

Customer disconnected.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that she has a safety issue with her vehicle and dodge has

dropped the ball. Customer stated that her husband has his car parked on a hill in a downwards position. Customer stated that her husband tried to turn the car on by the remote and the car just took up by itself. Customer stated that the car hit a pole and noticed that car was still on park. Customer stated that this happened on the 07/18/13. Customer stated that Chrysler had brought a third part inspector David (215-275-8755) who looked at the car for 4 hours. Customer stated that she tried to get a inspection sheet but the dealer was not able to give her one.

Briefly summarize what the customer is expecting: Customer expecting further assistance regarding this case.

Writer advised customer that writer will look at the notes that was posted on this case so that the writer knows what has already happened.

Writer advised customer that writer can contact the dealer to see why they were not able to get her a inspection sheet. Customer stated that her issue is not the inspection sheet. Customer stated her issue is that Chrysler is not willing to care about this issue. Customer stated that she was going to receive a letter from the legal department stating that there was nothing wrong with the vehicle. Customer stated that she did not accept the letter and would like to speak to a higher department.

Writer advised customer that since the letter was issued by the legal department there was nothing Chrysler can do to change their decision. Customer kept on insisting to get the CEO's contact information. Writer advised customer that this is a inbound calling center so we do not have information for the CEO or any other higher department. Customer stated that if she calls the CEO, they would know about this case. Writer advised customer that writer does not know if the CEO know about this case but if the customer can get a hold of him, she can certainly see if the CEO knows about it. Customer asked writer if there is any other department she can call. Writer gave customer number for MG17

Customer wanted to know who she was calling. Writer advised that Maggie is from the Special Investigation team. Writer asked if there is anything else that the customer can be assisted with.

Customer said no and disconnected the phone.

08.19.13

Customer called back to discuss letter of denial.

Phone#

Per OGC Matrix, reassigned to 82T. MG17

8/20/13 UPDATED CCRG FILE & CASE MANAGER. PAG

POSTMARK DATE: 081913; DATE RECEIVED: 082213

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG2	CH1	Open Date	07/24/2013	Built Date	10/24/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	12/15/2012	Mileage	3,500	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44519	WALDORF DODGE				
Dealer Address	2450 CRAIN HWY					
Dealer City	WALDORF			Dealer State	MD	Dealer Zip 20601
Owner						Contact Type LETTER
Address						Home Phone
	WALDORF MD					Country UNITED STATES

Product - Unknown - Unknown - Accident - Default	Accident - no injury
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: Vehicle is unexpectedly rolling forward when in park.
 Briefly summarize what the customer is expecting: Customer was advised by dealer to contact Customer Assistance Center Special Investigations.

1. Who is calling and what is their contact information?

2. What happened? The customer took the vehicle to the dealership, and the dealership advised to call Customer Care Centre to contact special investigations. Today at approximately 11:45 am the customer had turned the car off and then turned the car back on and vehicle was in park, customer was going around to help daughter and vehicle rolled forward. The customer states when she got back in the vehicle the vehicle was still in park. The vehicle stopped by hitting the garage. The customer had to put foot on the brake and put the vehicle in reverse to get it away from the garage. This is the second time this has happened. The first time, the customer was parking at Target, the vehicle was in park and off, and as customer was getting out of the car, the vehicle rolled forward, customer's legs were still in the car and vehicle seemed to roll forward faster. Customer's legs were still in the car, so she managed to apply the brakes, she restarted the car and pushed it again to make sure it was in park. Customer feels like it is not connecting when going into park. The customer does not feel the kind of lock mechanism when it goes into park.

3. What is the current location of the vehicle? WALDORF DODGE
 2450 Crain Hwy
 Waldorf, MD 20601

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Reassigned to 82S

Dealership 35-44519 called wanting to know if Chrysler has made a decision to send someone out to check the damage done to customer's vehicle. Agent informed dealership that the Cair has been sent to SI. Agent provided number to JSS15 - 586-274-8171

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, SCAN TOOL CODES

POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION.
THANKS.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 07-25-2013 11:53

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 07-25-2013 11:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/02/13 AT 18:37:09 [REDACTED]

Rob Murphy from DLR 44519 called in for an update. Rob stated that the customer's rental is up today 08/05/2013 and he needs to tell the customer something. Writer advised Rob that she can transfer customer over to JSS15. Rob declined as he is only getting the answering machine. Writer apologized and advised that JSS15 will be getting the messages Rob has left. Writer advised that she will document on the file that Rob wants an update.

Called dealer & advised of findings.

Customer is very upset that Chrysler is not going to pay for the consequential damage that was caused by the vehicle jumping out of park.

Agent informed customer she needs to contact her insurance company to have these repairs completed. Customer stated she is going to contact her attorney to deal with this matter.

Dictated letter.

POSTMARK DATE: 080613; DATE RECEIVED: 080613

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Briefly summarize why the customer is contacting Chrysler:

Customer called in stating she wanted to speak with a supervisor about the decision on her vehicle.

Briefly summarize what the customer is expecting:

Customer expects to speak with a supervisor.

Agent advised customer that the case has been closed and SI has reviewed it and made the final decision and we could not overturn it. Customer stated that she was calling in to speak with a supervisor about this issue.

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: [REDACTED]

Reason for request: Called in requesting to speak with a supervisor

CAIR assigned to: (KG363)

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

LETTER MAILED.

Briefly summarize why the customer is contacting Chrysler: Customer calling back for update. Customer says she never received a callback.

Agent asked customer has she spoken with her insurance company. Customer says she does not want to put it through her insurance company because she feels the issue is a manufacturing defect and Chrysler should provide assistance with repairs to vehicle that were necessary due to subsequent damage of the vehicle from it jumping out of park. Customer says if she cannot receive satisfactory answer from supervisor she will take legal action. Agent reiterated as per above notes the case is closed and Chrysler will not be providing assistance for repairs from consequential damage. Customer still wants to speak to supervisor. Agent will attempt to contact Jay in SI. Customer gave phone number for Jay in SI from AC 18819. Customer says the 'jumping out of park' problem has been fixed and vehicle is now in customer's possession.

Briefly summarize what the customer is expecting: Customer expecting a callback or to speak to supervisor and hopes Chrysler will provide assistance with repairs to consequential damage to vehicle after it jumped out of park.

Note added later: Agent attempted to contact Jay in SI but could not.

Agent advised customer she is free to call the SI number herself and that she will probably receive a callback later today since the callback was not done yesterday. Agent also advised that a letter was sent to customer just yesterday and customer will likely receive letter sometime next week.

POSTMARK DATE: 092513; DATE RECEIVED: 100113

Arbitration Forums Notice.

Per OGC Matrix, reassigned to 82T.

10/2/13 ASSIGNED TO LSE6. PAG

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG2	CH		Open Date	08/12/2013	Built Date	04/02/2012
Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	07/13/2012	Mileage	25,000	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	44391	INTERSTATE DODGE INC					
Dealer Address	701 CONSTITUTION DR						
Dealer City	WEST MONROE			Dealer State	LA	Dealer Zip	71292
Owner						Contact Type	LETTER
Address						Home Phone	
	GRAYSON LA					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Complete Failure - Default	customer stated vehicle stuck in park
Product - Electrical - Engine Wiring - Defective - Default	customer stated vehicle was running but slow to move.
Corporate - Roadside Services - Warranty - Towing - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2013-08-12

Road Side File Created 08-12-13 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

706 US HIGHWAY 165 701 CONSTITUTION DR

STATE HIGHWAY 124

OLLA WEST MONROE

LA USA LA

DEALER CODE : 44391 INTERSTATE DODGE INC

Customer Shannon called stating that he is having lots of issues with his vehicle. He has a history of issues with the vehicle since purchase.

Currently the battery light and other lights are coming on all the time.

Shannon stated that the vehicle broke down on him last night and he had the vehicle towed to the dealership this morning and agent contacted the dealership (44391) and spoke with Steve the SM and he stated there was currently no open ticket on the vehicle. But he was unaware of the vehicle at this time he was waiting to contact his advisor to see if the vehicle is there or if she has any information on vehicle. Customer stated that he has lots of problems with the vehicle right now. He wanted to know about buy back or filing for lemon law. Agent advised that she would send it to the case manager to see if we can assist him any further. When Agent spoke with Steve at the dealership (44391) he said he was going to check on the vehicle's location and get back to us so agent provided the phone number and case number for the dealership to call back.

reassign to 91L

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

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

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

*** Jennifer Deluna with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Jennifer Deluna at 888-542-7239, extension 2156. Thank you. ***

Made my initial call to customer and he informed me his vehicle is currently at the Dealer and he is tired of dealing with the vehicle.

Customer stated he is was trying to sale his vehicle but the car fax shows the vehicle has been to the Dealer about 14 times and said he is having a hard time selling the vehicle. Customer stated he had a for sale sign and went on a test drive with the guy who was interested in buying

his vehicle and the vehicle broke down on them and had to have the vehicle towed and of course he lost the sale. Customer stated he just wants a reliable vehicle and feels this vehicle is not reliable and keeps going back and forward to the Dealer and the Dealer is about 45 min away from him. Apologized to customer for the inconvenience and informed him I would give the Dealer a call and review his case. Customer is wanting out of the vehicle will contact Dealer on 08/14 to go over RO history Steve from dlr 44391 contacted CAC to provide an update. Dlr stated the customer has had the battery and alternator repaired. The vehicle does have a shifting concern and a new shift plate is on order. The customer also has a spot on the console to which we do not believe to be a defect in material or workmanship however pictures will be sent to DI. The customer is a young customer and appears to want out of the vehicle in order to purchase a new Camero. Dlr stated that there are warranty repairs but nothing of a repetitive nature.

Contacted Interstate Dodge Inc and spoke with Service Advisor Kim and she stated they are waiting on the shifter to come in and should have the vehicle ready for customer on Monday. Kim provided me with the RO number and thanked her for her time will follow up with customer on 08/19 Customer looking for information about customers buyback. Writer advised customer that customer would have to wait for information from the case manager. Customer is looking for a callback

Received a call from customer informing me he received a voice mail from the dealer informing him his vehicle is ready for pick up. Customer stated he no longer wants this vehicle after all the repairs that have been done to it and would like a replacement. Informed customer I would be more than glad to review his case but he would still be responsible for returning the rental and picking up his vehicle and once I have a decision by the end of this week I will contact him customer understood and thanked me

Agent transferred customer to I2R CM VM as per lines 30-33

Received a call from customer wanting information as to whether Chrysler would be offering a buy back. Informed customer after further review a buy back is not being offered. Explained to customer I would be more than glad to compensate him for being inconvenienced. Asked customer how much his monthly payments were and he stated 426 informed customer if he could fax over his documents I could review it for reimbursement. Customer stated he just did not want the vehicle as he feels it is not reliable.

Informed customer Dealer has repaired the vehicle but I could offer and extended warranty on the vehicle instated of the reimbursement if he would like. Customer stated he would review it and give me a call back.

Will follow up with customer on 08/23

Customer called, requested transfer to JD1352 phone 888-542-7239 ext. 2156.

Contacted customer to do a follow up and he informed me so far the vehicle was working okay. Customer asked what type of service contract would be offered and I stated it would be an Added Care Plus 5/70,000 miles with a \$50.00 deductible. Customer stated he would like to service contract and one payment as he has been back and forward to the dealer. Informed customer I would be more than glad to review her request and asked him to please send over proof of monthly payment. Informed customer I would give him a call on Monday to let him know if Chrysler will be providing both.

-Emailed customer informing him to please send over documentation for his monthly payment so I can review it for a possible reimbursement.

Will follow up with customer on 08/26

Contacted customer to do a follow up to see if he had a chance to fax over his documentation for his reimbursement and customer stated he is waiting for his bank to give him a document so he can fax it over to me.

Customer also stated the his taillight is melted for the second time informed him I would give the Dealer a call so we can have that taken care of for him thanked him for his time will contact Dealer on 08/28

Received an email from customer with a word document attached providing me with how much he pays a month for the vehicle. Emailed customer back informing him I could not accept that document as its not a proof of payment. Asked customer to please fax over customers retail instalment contract. Will follow up on fax on 08/30

Received a call from customer informing he is having issues with the vehicle again and is tired of taking it back to the Dealer. Customer stated the vehicle died on him over the weekend and the vehicle read battery savor mode and he had to jump start the vehicle. Apologized for

the inconvenience and customer asked if the Dealer could pick up his vehicle as he is busy with work informed him I would call and ask and get back with him.

Contacted Interstate Dodge Inc. and spoke with Service Advisor Kim and informed her customer was having issues with his vehicle again and wanted to see if the Dealer would be able to pick up his vehicle as he does not want to make another trip to the Dealer. Kim stated that is not a service they provide and customer could have the vehicle towed in by Chrysler roadside assistance. Thanked her for her time and informed her I would go ahead and contact customer.

-Contacted customer and informed him I did speak with the Dealer and they suggested he contact Chrysler roadside assistance to have the vehicle towed to the Dealer. Customer stated that would be fine but he would not have a vehicle to drive. Informed him I would be more than glad to authorize a rental but he would have to go to the Dealer to pick up the rental. Customer stated he would see when he could get off work to do this but wants something to be done. Customer stated he is tired of Dealing with this vehicle and wants to know what else Chrysler can do for him. Customer stated he no longer wants this vehicle informed him I would be more than glad to review his case to see if there are any additional offers that can be made.

***** Following Corporate Resource has been contacted *****

TAPS

on 2013-09-04 @ 13:39

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Called East Hills DCJ to speak to GM Darryl to find out if dealership is willing to participate in CDI. Receptionist stated GM was not available and does not have a voicemail. Left voicemail with receptionist to contact case manager Jennifer at 888-542-7239 ext. 2156. ****follow up with dealership and customer 9/6/13 to verify if dealership willing to participate in CDI and offer CDI.*****

Received call from customer who was looking for an update on the status of his case. Informed customer his case manager is currently attempting to work out a deal with the dealership and I contacted the GM today and left a voicemail. Customer stated he went to the dealership to drop his vehicle off today and because Enterprise was all out of CDJ vehicles, he could not receive a rental. Customer also stated there was one Dodge minivan but the dealership informed him he had to be at least 25 to rent it even though Enterprise informed him he only had to be 21. Informed customer I would let his case manager know this so she could contact Enterprise tomorrow to obtain a rental for him. Customer thanked me for my help.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Contacted Interstate Dodge Inc. and spoke with Service Advisor Kim and she confirmed the vehicle was towed in on Thursday but they have not been able to look at the vehicle since they are short of staff. Kim stated they have 2 people working on vehicles and it may take a few days before they get to his vehicle. Asked to speak with Service Manager Steve and she stated he has not been in in over a week. Thanked her for her time and informed her I would see what we can do and I would continue to follow up

Requested to speak with General Manager Darryl and receptionist informed me he was not in today and took a message and would have him call me back.

-Contacted customer and explained to him the dealer is short on staff and they have not been able to look at the vehicle and it may be a few more days. Customer stated he is tired of dealing with this and wants out of the vehicle. Explained to customer the CDI offer and he stated he was not interested and he feels that was not a good offer and wants Chrysler to replace the vehicle. Informed customer a replacement is not being offered at this time if he rejects the CDI offer then we would need to move forward with repairs. Informed customer as soon as I get further feedback from the Dealer I would give him a call with an update. Will contact dealer on 09/10 to speak with General Manager

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Spoke with John from Chrysler and explained to him customers vehicle has

been at the Dealer since the 4th and the Dealer is short of staff and are unable to work on the vehicle and don't know when they will have a chance to look at it. John suggested we contact the closest Dealer and arrange for the vehicle to be towed over to them so we can get this resolved for customer

-Contacted Interstate Dodge Inc. and Spoke with Service Advisor Kim and explained to her this is an escalated case and since they are understaff will they be okay with assisting us on getting the vehicle towed over to a different Dealer and she stated that was fine and stated Brennan Dodge, LLC is the closest Dealer. Informed him I would contact them and see if they are willing to work on the vehicle and then I would call her back to confirm.

Contacted Brennan Dodge, LLC and spoke with Service Advisor Brittany and explained the situation and asked if they would be willing to work on the vehicle. She explained they are booked for today and tomorrow morning but if we can get it towed to them they can try to work on it tomorrow afternoon. Thanked her for her time and informed her I would arrange everything and contact her back with further information

Contacted Interstate Dodge and spoke with Kim and informed her Brennan Dodge stated they would look at the vehicle if it was towed to them. Kim stated that was fine but stated customer is still in a rental with them and asked how they should handle that since the vehicle would no longer be with them. Informed her I would look into it and give her a call right back. Emailed JJS140 informing him of the situation SG900 spoke with JJS140 and he will be contacting the Area Manager to assist with the case.

-Contacted customer and updated him of the situation will follow up on 09/12

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Received a voice mail from JJS140 informing me he has left a voice mail for the Area Manager and wanted to get clarification on customer's vehicle concern

-Contacted JJS140 and left him a voice mail informing him I was returning his call and provided him with customer's concern. Informed him I am leaving the office early today but he could leave me a voice mail or contact SG900 with an update on the information the Area manager provided him

Will follow up on 09/16

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Per recommendation of JJS140, contacted Rusty at Brennan Dodge to assist with getting vehicle towed from Interstate Dodge. He agreed to assist and will provide bill for reimbursement.

Spoke with Charlie at Interstate and let him know the vehicle would be picked up for transfer.

Spoke with Nikki at Enterprise (318/324-8584) and confirmed they could switch the billing on the rental to Brennan Dodge.

Contacted customer and let him know the vehicle is being moved to Brennan Dodge.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Briefly summarize why the customer is contacting Chrysler:

Customer stated he wanted to speak with his CM.

Briefly summarize what the customer is expecting:

Customer expects to speak with CM.

Agent advised customer that agent was unable to get a hold of CM and only received voicemail. Agent offered to transfer customer over to CM to leave a voicemail but declined. Agent advised customer that agent will document on file that he called in wishing to speak with CM.

Received a call from customer informing that Enterprise called him this afternoon informing he needed to return the rental and pick up a new vehicle from Enterprise in Ruston.

Contacted Enterprise and requested to speak with Nikki and was informed by assistant manager Michelle she was on vacation and will not be back until Monday. Informed her I received a call from customer informing me that the rental needed to be returned and SG900 had spoken with Nikki yesterday and she stated they would have the invoice transferred to Ruston that way customer would not have to drive to Ruston to pick up

another vehicle. Michelle stated that interstate dodge will not pay for the rental unless customer returns the vehicle. Explained to her that Nikki stated it was okay for the whole invoice to be sent to Ruston and she stated there were no notes in the system authorizing that and she would have to get with the Area Manager and then get back with me. Will follow-up tomorrow with enterprise

Contacted customer and informed him not to return the rental as we are currently working with Enterprise on that. Customer stated he has been looking into the CDI offer and maybe interested. Customer stated he spoke with Jason at Bob Howard Chrysler and I informed customer I would need to call them first to see if they would be willing to participate with us.

Will contact Dealer on 09/18

Received a call from Area Manager asking about customer rental and informed him that Interstate Dodge informed me they were understaff and they did not know when they would be able to look at the vehicle so we had the vehicle towed over to Ruston so they can work on the vehicle.

Informed AM that we have spoken with Enterprise and Nikki agreed to have the bill transferred to Ruston so customer would not have to switch out of the rental. AM stated they have so many problems with this customer that he has an issue with a rental for him every month. Explained to him that customer is having concerns with the vehicle so we are trying to get them resolved before customer decides to file for Lemon law. AM stated that was fine that Interstate Dodge would take care of 5 day rental and they would transfer the invoice to Ruston thanked him for his time

-Contacted Brennan Dodge, LLC and spoke with Alex in service and he informed me the vehicle is still not there. Alex stated the customer called them yesterday asking about the vehicle as well but we need to check with Interstate Dodge to see when they will have it towed.

-Contacted Interstate Dodge Inc. and spoke with Charlie and he stated the vehicle has not been towed yet as they thought Brennan Dodge was going to be in charge of that. Asked Charlie if he can go ahead and have the towing set up to be towed to Brennan Dodge and he stated he would do that this afternoon. Will follow up with Brennan Dodge to confirm vehicle is at Dealer.

-Contacted Bob Howard Chrysler Jeep Dodge and spoke with Jason in Sales and explained to him the CDI offer we provided to customer and he stated they would be willing to participate. Asked him what the Pricing would be on the vehicle customer picked out and he stated eh would have to look it up again and then get back with me. Will follow up with Brennan Dodge on repairs and Bob Howard on CDI on 09/19

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Called Customer spoke with him about concerns with vehicle, as well as that i would now be handling his case, asked him to e-mail me all the information that he sent to Jennifer. Called dealer, spoke with Alex, he was already handling everything, will follow up with dealer tomorrow on 9/20/13, and with the customer on 9/23/13

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

customer called complaining about thier rental vehicle, it is a Jeep Patriot, called Enterprise to see if there was another vehicle that they could use, spoke with walt, he stated that all the other vehicles were out, and that the only one in that they will have back tonight is the same vehicle that the customer was in, called customer back to inform him, he was dissapointed, but thanked me for my help, will follow up on 9/23/13 with dealer.

Called dealership, spoke with SA Alex, he stated that the vehicle needed a Body Control Module and that the part is on back order, transferred over to parts, spoke with Jake the part number is :68164872AC, the part order number is : SO9201, sent request up to expedite part, called customer to inform him, Shannon complained again about his rental, called Enterprise to see what we could do, spoke with Walt he stated that a manager has put a not on his case stating that they are not to switch the customer out, because he has been switched 6 times, and the limit is 3. I called Shannon back to let him know, he was upset and stated that thier information is wrong, and that he will contact them, will follow up on 9/25/13 with dealer and customer

Customer called complaining about Enterprise again, i informed him that I talked with SG900 and she stated that if he found a rental for thirty

five dollars or less that we could reimburse him, but it would be out of pocket for him until the car is repaired, will follow up on Wednesday customer called back informing me that he is no longer allowed to rent from Enterprise and that he called Hertz and will get a vehicle from them, requested me to call them to set up details, will call Hertz later today about the Rental. 9/23/13

still waiting customer to send me the information about a rental with Hertz, will call them as soon as information is sent over, will follow up on Wednesday. 9/25/13

Reassigned CAIR to 96W for Parts Expediting:

1. Part Number: 68164872AB

2. Order Number: SO9201

3. CAIR# [REDACTED]

4. Special Handling # or VOR# if applicable: N/A

5. Is the vehicle currently off road? Yes

5a. If so, since what date? 8/13/2013

6. Given # of days down or customer stated they are planning to pursue lemon law is this a Potential buyback situation? Yes

7. Is Customer currently in rental? Yes

8. Has any goodwill been offered? No

9. Provide any details with regard to the case that are relevant:

** KC556 to follow-up on Parts Status 9/26

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Called dealer part has come in and they have put it on, called customer informed him of this, customer also stated that he is fine in the rental that he is in now, called dealership spoke with SA Alex he stated that i would have to call him back in the morning as he did not have all of the information right now, Called the customer and let him know about the situation will follow up tomorrow with customer and dealership tomorrow on 9/25/13

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Called dealership and SA Alex confirmed that the car is repaired vehicle, however due to the after market lights they will have to charge the customer for the repair. Called customer to inform him of this, he however stated that he did not approve the repairs that will cost him money. Called dealership to inquire as to why a repair was done to the vehicle that the customer is stating that he has not approved, SA stated that the vehicle came in under warranty and that is why and the customer will have to pay for the repair, or they can put the vehicle back and the customer can pay for the rental and the tow, I asked Sara about this and she stated if we get the customer to pay for the repairs now we can offer him a car payment for the time down and a reimbursement. Called customer to inform him of this and he seemed happy with this resolution, but also mentioned other promises by Jennifer De Luna, I stated that I would have to review these promises before I agreed to anything. Will follow up on 9/26/13

e-mailed customer requesting information, let him know I would get back with him on Monday. 9/30/13

CAIR ESCALATION CLOSURE

SEE STAR CASE# [REDACTED] FOR INFORMATION

E-mailed customer again requesting the information needed, let them know I would follow up tomorrow. 10/1/13

Called customer, asked again about the information regarding a CRO, customer said he was still looking for a copy of it, I will follow up on Thursday to make sure I get the information. 10/3/13

Called Shannon, informed him that I am still waiting on the information for a CRO, and he stated that there is an issue with getting gas into the vehicle right now. I let him know that he should get it into the dealership, he stated that he has a busy schedule right now but he would take it in, so I let him know that I would contact him on 10/8/13 to see if those issues have been resolved, as well as making sure I have the CRO information.

Emailed rw100 to advise I am unable to apply an Added Care Plus 5 year/70,000 mile \$50 deductible (WA570N) Service Contract to the vehicle, as the customer already has a MOPAR CUSTOMER APPRECIATION PACKAGE 7

MCM775N. Inquired if she can possibly find out what his current Service Contract entails.

***** Below Customer Contacted for Documentation Request *****

mbuys@impartialservices.com on 2013-10-09 @ 14:18

Writer is suggesting reimbursement as a goodwill gesture for customer satisfaction.

Customer s proof of payment attached to CAIR (Y/N): Y

Mileage: 23,000

Date of repair(s): 8/12/13

Additional pertinent information: Reimbursing customer one monthly payment of \$735.12 based on 3 repairs for a Check Engine Light concern since June 2013 and 4 other miscellaneous vehicle repairs performed between August 2012 and April 2013... Approved per SG900

Writer is submitting check for approval in the amount of: \$735.12

CNA flag (Y/N): Y

If yes, reason for CNA flag: Reimbursement check to be paid to vehicle owner Shannon Bryant and mailed to his business address 7726 Hwy 165 Columbia LA, 71418 per his request.

Emailed rw100 inquiring if it is possible to just cancel customer s current Service Contract MOPAR CUSTOMER APPRECIATION PACKAGE 7 MCM775N and apply an Added Care Plus 5 year/70,000 mile \$50 deductible (WA570N) Service Contract to the vehicle per customer s request. ** Will follow-up on 10/11

***** Customer Document Received *****

Emailed rw100 for follow-up on upgrading customer s current Service Contract. ** Will follow-up with rw100 again on 10/14/

Emailed rw100 for follow-up on upgrading customer s current Service Contract. ** Will follow-up with rw100 again on 10/14.

Per rw100, customer s Mopar Customer Care Package (MCM775) is a 7 year/75,000 miles Maximum Care that also includes 3 LOF s (at \$25 each).

If we cancel the MCM775 plan, the customer would actually be losing mechanical coverage (and there is 1 out of the 3 oil changes still available for the customer). **RW100 to see if we can lower customer s current Service Contract deductible to \$50 and let me know.

Received email from rw100 advising customer s current Service Contract (MCM775) is only available with a \$100 deductible. To get the \$50 deductible customer would have to go with the regular Max Care plan...

Emailed kc556 to advise

Emailed rw100 for follow-up to determine if the customer needs to cancel his current Service Contract before we apply the new Service Contract to the vehicle? ** Will follow-up on 10/17

received conformation from MB981, the customers current service contract needs to be canceled by the customer before the new contract can be applied per RW100 at Chrysler.

Called customer, informed him that he would have to have his maximum care contract taken off, before we can send him anything, he asked for documentation, I stated that I could not do that, then he asked to record the phone call , I let him know that we are recording it on our end. He started to record the call and asked what contract we were giving him, as well as the payment. I stated all the information we have put down. Will follow up tomorrow to see if the contract was taken off.

Called customer, he stated that he was waiting for a call back from SG900, before he does anything. Will follow up on Monday.

As of today, customer s current Service Contract (MCM775) has not been cancelled. Emailed kc556 to advise.

Emailed TJB16 to stop payment on check 8954965 as payment was not received by customer.

RECEIVED REQUEST FOR STOP PAYMENT AS CUSTOMER HAS NOT RECEIVED THE CHECK. I WILL FAX REQUEST TO ACCOUNTS PAYABLE AND ADVISE TJB1 WHEN I RECEIVE CONFIRMATION.

SECOND REQUEST FOR STOP PAYMENT FAXED AS CONFIRMATION HAS NOT BEEN RECEIVED.

RECEIVED CONFIRMATION OF STOP PAYMENT FROM ACCOUNTS PAYABLE. LMM14 WILL VOID AND CLOSE THE CAIR AND I WILL ADVISE TJB1 THAT CONFIRMATION WAS RECEIVED - LOOKS LIKE CHECK WAS ALREADY REISSUED.

CORRECTION: I WILL ADVISE TJB1 CHECK CAN BE REISSUED AS CUSTOMER WAS PROMISED TWO PAYMENTS.**

POSTMARK DATE: 121013; DATE RECEIVED: 121013

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH9	DE	Open Date	09/03/2013	Built Date	09/19/2012
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	10/13/2012	Mileage	17,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP				
Dealer Address	1201 EXCHANGE					
Dealer City	CONWAY			Dealer State	AR	Dealer Zip 72032
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LITTLE ROCK AR				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Belts - Not Retracting Properly - Default	Driver side seat belt does not let the driver out.
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Problems with shifter.
Product - Transmission / Transaxle - Unknown - Noisy - Default	Transmission issues, noisy, DLR had vehicle 30 days.
Corporate - CNA Change - Default - Default - Default	Updated coin.

Briefly summarize why the customer is contacting Chrysler: Customer states he bought a 2013 charger and it is a lemon and has had 13 different problems that are not being taken care of. Customer states the driver side seat belt will not let you out.

Customer states he is getting a message to service the shifter.

Customer states the suspension when you hit a bump it s like driving in a truck wagon and extremely rough.

Customer states he just took it in for the suspension and nothing was found on Saturday like every other time he takes things in because they cant duplicate it or find any codes at the time its at the DLR. Customer states this is his only transportation and cant keep leaving his vehicle at the DLR because they do not give him a rental.

Customer states it was in the shop for 30 days for the transmission.

Customer states he complained to the DLR about the shifter and was told there was nothing wrong and now it does have a service code shortly after getting the transmission fixed.

Customer states it is his wife s car and he does not drive it everyday and has had several other problems and is not very happy with the service from the DLR.

Briefly summarize what the customer is expecting: Customer is seeking help and resolution for his issue as this is a brand new vehicle.

Writer updated coin and DLR to 45182 Dealer Name : SUPERIOR DODGE CHRYSLER JEEP Dealer Phone : 501-329-2661.

Writer provided customer with the case number

Writer advised customer that the case would be sent to a case manager for review due to the unresolved issues and advised customer the vehicle would need to be taken to the DLR for unresolved issues. Customer states he can take it anytime and requesting a rental if it needs to be kept.

Writer advised Customer that depending on the situation that request can be made and would be determined at that time what would be available once the case manager is involved.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: na

Who has possession of the vehicle? owner

Has the vehicle been diagnosed by a CDJ dealer? yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 45182

Dealer Name : SUPERIOR DODGE CHRYSLER JEEP

Reassigned to 88F

***** CASE MANAGER TEAM - District V *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] . Left message.

[REDACTED] calling to speak with case manager LU9. Writer advised cm is not available and will transfer customer over to CW509 at ext 66189.

Phone numbers: verified both

Email: declined

Writer spoke to MR [REDACTED] and said the issue is not resolved.

Said when he is driving the vehicle there is a loud noise. Asked if it was the transmission that was recently replaced and he said he is not sure. Has taken to 2 dealers and they are stating that nothing is wrong. Asked customer where is the vehicle now and customer is driving because the dealer told him there was nothing wrong. Advised customer that his CM is doing research and may be calling both dealer to see what was done to resolve the issue and he can expect a call back.

Owner called writer to inform took vehicle to selling dealership, Superior Dodge, and they were not able to duplicate any of the concerns owner is having. Owner stated there are no codes for any of the issues. Owner feels this vehicle is a lemon and is wanting go forward to see if there are any other options available. Writer informed owner will reassign case to another department that can look into this situation further. Writer informed owner will receive a call back within 1-2 business days.

Customer was advised that due to the nature of their request a call back is required and will take place within one to two business days.

Preferred call back number is [REDACTED]

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back, or replacement? Lemon Law

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

9/5/2013 KA286

Called owner and explained have forwarded case to Dealer to use all corporate resources to resolve vehicle issue. Advised owner to keep in touch with Service Manager for most current status and if he is not contacted within 3 business days to call me at 888-542-7239, ext 2166. >Advised Sean Davidson, SM at Superior Dodge we are reassigning CAIR to his dealership and to involve AM since owner is seeking to get out of the vehicle.

REASSIGNED TO BC/DLR 63 45182 09/05/13 11:45 O [REDACTED]

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

****ATTENTION SERVICE DIRECTOR/MANAGER****

This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history merits further review. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve the customer's concern and/or issues. Please contact the customer within three (3) business days (five (5) in California).

Spoke with owner and he stated had not been contacted yet. I apologized for the delay and told him would send a message to have someone call him.

***** Following Corporate Resource has been contacted *****

[REDACTED] ki

on 2013-09-11 @ 10:59

***** START OF SUPPORT ESCALATION FROM T2294RS*****

Craig - Please contact owner upon receipt. Thank You

***** END OF SUPPORT ESCALATION FROM T2294RS*****

CAR6: I called the customer on 9/11/13. Owner claims the vehicle rolls 1 foot after it is put in park, the suspension bottoms out on small bumps and the 'low fuel' warning light doesn't work like it should. I will asked the SM at Superior to make arrangements for a rental car for the customer to drop the car off at Superior on a weekend and I will address the complaints.

CAR6: SM made arrangements to drop off vehicle and pick up rental on Tuesday Sept. 17th.

CAR6: I inspected and test drove the vehicle for 11 complaints the owner left the Service Advisor.

Complaints:

1. Suspension Noise - Found trans mount not installed correctly -

repaired now.

2. Vehicle rolls excessively when put into park. No issue. Does not roll excessively. Does not roll 1 foot. More like 3 inches. This is a mechanical function of the trans and is not adjustable. Nothing to do with complaint.

3. Service Shifter light is on - has trouble going into gear. There was no light on when I drove. The shifter is the 8 speed auto shifter and it worked as it should. No problem.

4. When put into Drive, the vehicle went into reverse and moved backwards. I found no issue with the transmission shifter. It operated normally. Some people have problems with the 8 speed shifter. I found it worked exactly like it should.

5. Nav. unit talks late at night randomly telling the owner how much they are saving in mileage. I used the nav. unit and found no issues. It worked as it was designed. No problem.

6. Driver's seat belt is hard to unlatch when getting out. I found the seat belt latch easy to operate and had no issues getting out. No problem here.

7. Lumbar option in driver's seat randomly inflates overnight. I tested the lumbar controls and found them to work as designed. No sign of random inflation. No problem.

8. Low fuel light doesn't always come on to warn when fuel is low. I had owner bring in car with low fuel. When I tested, the fuel light was on and the message was 'LOW FUEL'. I put fuel in the car and the light was still on with the message '45 miles till empty'. This system has the low fuel light come on at around 45 miles till empty (calculated based on recent mileage estimate). When the message hits 30 miles until empty, the miles message turns to 'Low Fuel' and does not read miles till empty anymore. Owner claims the 'low Fuel' light didn't come on until there was only 8 miles till empty. This cannot happen. Miles till empty are not noted below 30 miles. No problem found here.

9. Traction control is not working. I tested and traction control is working as designed. No problem here.

10. Brake pedal effort is excessively stiff after car has sat for a couple of days - hard to depress and start the vehicle. This is normal. After the vehicle has sat for an extended period, there is no vacuum boost of the brakes. You have to push harder on the brake pedal to set the brake interlock switch and allow the vehicle to start. This is normal. Nothing to repair. Same in all vehicles.

11. Shifter is clicking randomly. I found no clicking in the shifter at any time. No problem here.

The only issue has been repaired. It was the result of the prior transmission replacement. Owner does not want car anymore. There should be no repair attempted to any system that an actual defect has been demonstrated.

CAR6: Correction to the last statement in the narrative above: What I intended to write was the following:

There should be no repair attempted to any system 'unless' an actual defect has been or can be demonstrated.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG3	CH	Open Date	09/24/2013	Built Date	06/23/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	06/25/2012	Mileage	24,600	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	26553	MICHAEL STEAD'S WALNUT CREEK CHRYS			LER JEEP DODGE	
Dealer Address	2404 N MAIN ST					
Dealer City	WALNUT CREEK			Dealer State	CA	Dealer Zip 94596
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MARTINEZ CA				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Vehicle stuck in park
Corporate - E-Reimbursement - Default - Default - Default	esutopemr seeking reimburdment for towing fees

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer's vehicle is stuck in park. Customer is very upset. He tried to reset the shifter but it did not work. He called Roadside assistance and he stated they were not very pleasant and told him they would have to contact a Towing Company 2 hours away. Customer expressed that this could be a dangerous situation. He also will have to take a cab back home which will be expensive.

Briefly summarize what the customer is expecting:

Issue resolved and rental.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

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

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code? 26553

Dealer Name : MICHAEL STEAD S WALNUT CREEK CHRYS 26553

Reassigned to 88F

Case Manager Team District O 71

Service Dealer: 26553 MICHAEL STEAD S 925-937-5060

New: 0

Used: 1

Service Contract: CPLIFEN~PPW7100N

Customer still within warranty

Writer contacted dealership, Service Manager unavailable.

Writer contacted Service Manager at 925.628.3313. Writer was informed that vehicle was taken to dealership on 9-25-13 and has not been diagnosed as of yet but diagnosis is expected to be completed before the close of business today. Manager stated he would contact writer with information. Writer was given current mileage of 24600.

Writer contacted dealership, left message for Service Manager Ray. Writer requested call back and set follow-up for 9-26-13.

My name is Liberty I am your Case Manager with Chrysler Customer Care here is some important information:

Your case number is:

My contact information is

Phone number: 1.800.763.8422

Extension: 66336

I am in the office from 7:30 am to 4:00 pm MST

Monday through Friday

I will follow-up with you and the dealership before the close of business on 9-27-13

Status update provided via email to the following email address:

My name is Liberty I am your Case Manager with Chrysler Customer Care here is some important information:

Your case number is:

My contact information is

Phone number: 1.800.763.8422

Extension: 66336

I am in the office from 7:30 am to 4:00 pm MST

Monday through Friday

I will follow-up with you and the dealership before the close of business on 9-27-13

End of Status Update

CONTACT UPDATE - 1st Contact attempt,

Writer spoke to customer; customer stated that he has been contacted by the dealership and told that there is an issue with the computer.

Customer stated that he believes this is a transmission concern and the transmission will give out soon. Writer stated she will ask about this concern when she speaks to the Service Manager. Writer set follow-up for 9-27-13.

Writer contacted dealership, spoke to Service Manager Ray. Writer was informed that the vehicle is running correctly right now, but Manager is going to take vehicle on a test drive that will be completed before the close of business today. Writer will follow-up with dealership to get diagnosis information.

Writer contacted Service Manager Ray. Writer was informed that test drive is complete no issues present. Writer was requested to have customer speak with Service manager Ray when he takes possession of the vehicle for technical explanation.

***** Below Customer Contacted for Documentation Request *****

on 2013-09-26 @ 17:57

Writer contacted customer, writer informed that customer can take possession of vehicle and speak to Ray Service Manager for technical explanation and any other questions customer has. Customer requested reimbursement for towing expense. Writer sent document request link but made no promises. Follow-up set for 9-30-13.

Writer contacted dealership, spoke to Service Manager Ray. Manager stated that vehicle was picked up on 9-26-13 vehicle was at the dealership for one day taken in on 9-25-13. Manager stated that the only repairs completed was a reboot of the computer, because the electronic gear selector locked up. Writer was informed that customer expressed desire to be reimbursed for towing fees. Writer stated she is researching this information and will follow-up with customer.

***** Below Customer Contacted for Documentation Request *****

on 2013-09-30 @ 18:52

Writer attempt to contact customer, writer left close case message due to no documents.

***** Customer Document Received *****

Customer Document Reviewed.

Writer contacted Manager of towing company Mario. Writer verified customer paid with credit card.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

reimbursement for towing fee

If this is a Recall or Extended Warranty, enter the campaign number.

no

If this is for a previously made goodwill decision, what is that CAIR #?

no

Enter the Mileage at the time of the repair.

9-24

Enter the Date when the repairs were completed.

9-24

What is the total cost of the Parts to be reimbursed?

0

What is the total cost of the Labor to be reimbursed?

0

What is the total Tax to be reimbursed?

0

What is the total amount being reimbursed?

80.00

****End structured narrative T2 - eReimbursement

Writer attempt to contact custoemr, writer left message with follow-up of 10-7-13.

██████████ called to speak with CM LG845. With customer s permission, writer transferred customer to CM s voice mail, as CM is not currently available.

Mr ██████ accepts and verifies the check
should be mailed to the following name and address:

██████████
██████████
MARTINEZ,CA ██████

Ok to send check

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG0	DE	Open Date	09/25/2013	Built Date	08/20/2012
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	02/20/2013	Mileage	19,230	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	43325	FIVE STAR DODGE-CHRY-JEEP				
Dealer Address	3068 RIVERSIDE DRIVE					
Dealer City	MACON			Dealer State	GA	Dealer Zip 31210
Owner					Contact Type	ROADSIDE
Address					Home Phone	
FORSYTH GA x					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	would not come out of drive
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2013-09-25
Road Side File Created 09-25-13 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
231 HANNAH COURT 3068 RIVERSIDE DRIVE
HANNAH STREET
BARNESVILLE MACON
GA USA GA
IN WALMART PARKING LOT //CANNOT GO INTO PARK// AN
DEALER CODE : 43325 FIVE STAR DODGE-CHRY-JEEP
***** CASE MANAGER TEAM - District ? M A™ *****
Dialed 478-474-3700 Dealer 43325 Spoke with
Is the vehicle at the dealer now? Yes
When did it arrive at the dealer? 9/24/13
What is the current mileage? 19263
If known, what is the reason for the tow? Would not come out of Drive
Have the repairs been completed? No
If yes, when were they completed? NA
If no, what is the estimated repair date? 9/27/13
Are there any parts that need to be ordered? Yes
If yes, what are the part & order #s? Shifter assembly
Rental provided? No
If yes, how many days? (whether by the dealer or Chrysler) NA
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH9	DF	Open Date	10/17/2013	Built Date	09/19/2012
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	10/13/2012	Mileage	18,500	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP				
Dealer Address	1201 EXCHANGE					
Dealer City	CONWAY			Dealer State	AR	Dealer Zip 72032
Owner					Contact Type	TELEPHONE
Address					Home	
LITTLE ROCK AR					Country	UNITED STATES

Corporate - Arbitration - Default - Default - Default	Non Binding Arbitration. Case #
Product - Transmission / Transaxle - Transfer Case - Other - Default	rolling while in park

***** NON BINDING ARBITRATION, CASE # *****

Received an Arbitration request from owner s attorney;

Tabatha Branch

TS Branch Law Firm PLLC

from North Little Rock AR.

Owner provided list of failures;

squeal in the engine, trim loose, brake pedal clanking, navigation talking on its own, suspension rough bottoming out, rolling while in park, shifter service light on and clicking, traction control not engaging properly, driver seat belt hard to move, lumbar in driver seat inflates on its own, fuel light not working properly vehicle moves into reverse while driving.

***** PER prior CAIR # district manager s - Craig Reed

vehicle was dropped of at Superior Dodge #405670 on

9/17/13 for the DM and the dealer to address 10 concerns that owner listed above. Complaints;

1. Suspension noise - found trans mount not installed correctly/concern repaired/resolved.
2. Vehicle rolls when put into park - No problem found. there is no more than 3 inches movement/mechanical normal transmission adjustment function - NORMAL.
3. Service shifter light on - no problem found after a long road-test.
4. While in drive vehicle goes into reverse - This is a 8 speed shifter and it works properly.
5. Navigation unit randomly talks to owner with out a demand - no problem found.
6. Driver seat belt hard to operate. - The DM found it operating very easy - no problem found.
7. Lumbar option in the driver s seat randomly inflates overnight - n problem found.
8. Low fuel light doesn t always come on to warn the driver - DM had the owner bring the vehicle with low fuel and the light was on it comes on when there is 45 miles of destination left. Once the fuel was added light message turned off.
9. Traction control not working - after a road-test the traction control works as designed.
10. After vehicle not used for couple of days the brake pedal is stiff. - That is normal since the brake vacuum is not on to boost the braking. Once the brake pedal is pushed hard it activates.
11. Shifter clicking randomly - no problem found.

Dealer was instructed there should be no repair attempts to any system UNLESS' until an concern can be duplicated.....

Called Steve Landers dlr and left message for serv. mngr. Roger Cook to

fax copies of the service record. 10/18/13.

Called Superior Dodge and spoke with David in service who will fax the ROs today. 10/18/13.

After review of repair records from both dealerships writer will defend the case. Per the district manager and both dealerships this vehicle has been repaired and at this time it operates as designed and no further repairs will be performed unless owner can duplicate his concerns.

Faxed Statement to NCDS on 10/22/13 defending repurchase.

NCDS scheduled 'Documents ONLY' hearing on 11/12/2013.

Received Arbitrator's reply and owner was DENIED vehicle repurchase. OK to close. TJK7

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACGX	CH		Open Date	11/03/2013	Built Date	10/27/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	03/29/2013	Mileage	13,000	Dealer Zone	32	NEW YORK	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PWD	IVORY 3 COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	65023	CROWLEY CHRY-JEEP-DODGE INC					
Dealer Address	1461 FARMINGTON AVENUE						
Dealer City	BRISTOL			Dealer State	CT	Dealer Zip	06010
Owner						Contact Type	LETTER
Address						Home Phone	
	PLAINVILLE CT					Country	UNITED STATES

Referral - Other - Default - Default - Default	Dealership.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Seizes, Sticks, Binds - Default	Doesn't always go into the right gear.

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

Faulty transmission

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

I bought my 2012 Chrysler 300 at the end of March, 2013 from Crowley Chrysler, Bristol, Connecticut, to replace my 2006 Chrysler 300, and from the outset the shifting mechanism on it worked imperfectly, but I figured it was a matter of getting used to shifting with a new-fangled shift lever.

Your old shifting mechanism wasn't broke, but you fixed it anyway.

Your new one---or at least the one on my car---binds and/or skips: From whatever gear to whatever gear, a movement to shift the car may not take, or it may double take (skip a gear). There is one potentially dangerous aspect to this problem: If you pull over to park, push in the button on the shift lever, shove the shifting lever all the way forward and

then touch the key spot to turn the car off, you may or may not have

turned off the car, because the transmission may or may not actually have moved into the park gear. Unless the car is in park, it cannot be turned off. Several times I have turned off the car, left it, and returned later to find that the car was in reverse and had been idling for the time

I had been gone. Leaving a car running and in reverse gear may lead to terrible disaster. I think that I am not the first owner to experience this problem, as the 2013 Chrysler 300s have been configured so that when the car really is turned off, the seat moves backwards, making it most unlikely that one will inadvertently leave the car while the motor is still

running. The service people at Crowley tell me that they have test-driven the car and done a complete computer checkup on it; that it shifts the way it is supposed to shift; and that the problem of which I complain is just the nature of the beast. When I asked if Crowley had dropped the transmission to inspect its working parts, the service manager explained that Chrysler doesn't pay us to drop transmissions that aren't broken. The upshot is that I am the owner of a car that is a potential killer and the dealership says there is nothing to be done. Is that really true? Will Chrysler step to the plate? I have received two separate customer satisfaction surveys from Chrysler and have noted this problem on both of them, but haven't heard anything back

from you, and fear that your silence is the answer to my question about Chrysler stepping to the plate. Please prove me wrong. Unless I do hear from Chrysler I will call the situation to the attention of the legal bloggers who interest themselves in auto products-liability litigation, and of the journalist-ombudsmen who appear in most newspapers. Very truly yours, [REDACTED]

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

Open Star file# [REDACTED] for customer transmission concerns.

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

We are currently researching your inquiry to provide you with the most precise response. Unfortunately, the cost of accuracy is time, but we are doing our best to answer your questions as quickly as possible.

We apologize for any inconvenience this delay may cause you, and sincerely thank you for your patience.

Thanks again for your email.

Sincerely,

Eileen

Customer Service Representative

Chrysler Customer Assistance Center

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

Dealer Name: CROWLEY CHRY-JEEP-DODGE INC Dealer Phone 860-261-3000: Matt road tested and inspected in May and October. There was no issue found either time, customer has not contacted them back since October 7. Matt recommended for customer to bring his vehicle back to the dealership for diagnosis.

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

I have contacted Crowley Chrysler Jeep Dodge and spoke with service advisor Matt regarding your vehicle concerns. Matt has requested for you to contact him to bring the vehicle back into the dealership for another diagnosis. You can contact Matt by calling 860-261-3000.

Thanks again for your email.

Sincerely,

Eileen

Customer Service Representative

Chrysler Customer Assistance Center

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

E9ileen--

There is nobody at Crowley s service department named 'Matt'; they do have someone in their sales depmt named Matt, but that Matt isn t too good about responding to telephone messages. Please send me Matt s full name, and if possible, his extension number.

Thanks,

[REDACTED]

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

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Sorry for the miss information with your service advisor name. Please contact your service advisor Mark Antoinetti. Mark does not have a direct extension, please request to speak with Mark when you call Crowley Chrysler Dodge Jeep at 860-261-3000.

Thanks again for your email.

Sincerely,

Eileen

Customer Service Representative

Chrysler Customer Assistance Center

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

POSTMARK DATE: 110713; DATE RECEIVED: 110713

No further action required, matter taken care of.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG0	DH	Open Date	11/08/2013	Built Date	12/04/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	12/28/2012	Mileage	7,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	62957	MIKE PERRY MOTOR COMPANY				
Dealer Address	3828 SOUTH STREET					
Dealer City	NACOGDOCHES			Dealer State	TX	Dealer Zip 75963
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ARLINGTON TX				Country	UNITED STATES

Product - Drivability - Unknown - Other - Default

vehicle was stuck in park

Briefly summarize why the customer is contacting Chrysler: Customer s father Mickey calling on behalf of their son. Caller states that their vehicle was towed to a DLR in Texas as it would not shift into park and they could not turn the vehicle off. Caller states their son is not being given a rental vehicle and they need to go away this weekend as they work for their college. Caller states they were just calling to see who their son should speak with in regards to getting a rental as they feel it is not right they should have to pay for this. Agent informed the customer that we can look into a rental but they wanted to call the DLR first to see why their son was not given a vehicle. Customer s father did not know what DLR it was at and states they will get their son to call. Agent provided Mickey with the case number and advised them to have their son call so we can get the proper DLR information as we do need to verify the diagnosis before this can be sent to our rental department. Caller thanked the agent and disconnected the call.

Briefly summarize what the customer is expecting: Customer would like a rental.

Customer called for CM1434, agent warm transferred the call to Charmaine after explaining that the customer didn t have the CM s extension and it wasn t available in Answer.

Customer called back to advise his vehicle will be in there until part comes in perhaps as late as Wednesday. Customer requires a rental. Dealership advised customer since he doesn t have a SC. Agent contacted Troy at the dealership who advised the codes are stored showing the malfunction did happen, but the vehicle is currently shifting fine.

Agent asked Troy to confirm with Mark the SM that vehicle was or was not driveable. SM Mark confirmed it is driveable as they haven t been able to duplicate the concerns, thought they know it has happened. Agent advised customer that we cannot consider rental assistance as this time but could escalate his case to a cm to assist but he would not get a callback until Monday. Customer will call us back.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler back seeking further assistance in a rental. Customer explained his concern that he is currently out of town and is in need of a functioning vehicle to get from place to place. Customer is concerned if the incident had happened twice last night and this morning as well that it is unsafe to drive at this point. Agent contacted SM Mark at the DLR 62957 to determine the vehicle has not been fixed and that the codes had only been reset. SM Mark states that the customer is waiting on a part for the gear shifter that will not be in until Wednesday 11/13/13. Agent requested the SM Mark to approve a rental for the customer until Sunday 11/10/13, SM agreed and suggested customer to contact SA Allan at the DLR to be further assisted. Customer thanked agent and requested supervisor name to submit a compliment on agent.

Briefly summarize what the customer is expecting: Customer is expecting to contact MIKE PERRY MOTOR COMPANY 62957, to get further assisted by SA Allan and be put in a rental until Sunday evening.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG9	CH		Open Date	12/02/2013	Built Date	10/03/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	11/30/2011	Mileage	37,307	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	68793	HOOVER JEEP-CHRY INC					
Dealer Address	195 MARY MEADE DRIVE						
Dealer City	SUMMERVILLE			Dealer State	SC	Dealer Zip	29483
Owner						Contact Type	LETTER
Address						Home Phone	
	MOUNT PLEASANT SC					Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Vehicle was placed in park and rolled forward
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Vehicle was placed in park and rolled forward
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Date and time of incident: 11/28/13

Customer Alleges: He placed the vehicle in park and got out of the car to get something from the trunk and the car rolled forward into another vehicle damaging the front fascia and hood.

Description of the incident (what, when, where, injuries, etc): He placed the vehicle in park and got out of the car to get something from the trunk and the car rolled forward into another vehicle damaging the front fascia and hood.

Has the customer s insurance company been contacted? No

Name, policy number, and phone number for customer s insurance: Customer will not provide to the dealership.

Where the vehicle is currently located (provide name/address/phone #):

Hoover CDJR - 68793

195 Mary Mead Drive, Summerville, SC 29483

Is there property damage or other vehicles involved in the accident?

Unknown.

Has a Police or Fire report been filed (what municipality & report #)?

Dealer is in the process of obtaining the report.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, SCAN TOOL CODES POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER REQUEST EAA INSPECTION 12-02-2013 14:25

CAIR NUMBER E-MAIL SENT TO EAA 12-02-2013 14:25

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/09/13 AT 20:08:05

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/10/13 AT 21:05:52

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/10/13 AT 22:16:47

Reviewed report and photos. Unable to determine a manufacturing responsibility. Dictated letter.

POSTMARK DATE: 122713; DATE RECEIVED: 122713

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAGG0	DH	Open Date	12/03/2013	Built Date	04/10/2013
Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN		
In Service Dt	06/25/2013	Mileage	10	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	68406	MAJOR CHRYSLER JEEP DODGE				
Dealer Address	4401 NORTHERN BLVD					
Dealer City	LONG ISLAND CITY			Dealer State	NY	Dealer Zip 11101
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ASTORIA NY				Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	Customer seeking repair/warranty assistance
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: seeking repair assistance

Briefly summarize what the customer is expecting: seeking repair assistance

The [REDACTED] has called in due to the fact that his new vehicle this morning was not shifting properly to the point where he was having difficulty maneuvering the vehicle safely, but did end up parking the vehicle at work. He is very upset that his new vehicle is displaying this type of symptom with such low mileage and so new, so he is seeking assistance and direction moving forward.

Writer obtained the dealership: Major CJD and advised the customer that I would have to contact them to obtain his VIN to look further into this issue.

Writer contacted the Major dealer at 718-937-3500 and spoke with the SA, Ron. Writer obtained the VIN and advised him of the issues with the customer's vehicle and inquired if the vehicle can be towed to his dealer. The SA, Ron, advised writer that the vehicle can be towed; however, he is unsure as to how long it will take to be diagnosed. Writer thanked him for the information.

Writer returned to the customer, George and advised him that his vehicle has roadside and towing assistance, so advised him that he can have the vehicle towed to the dealer and from there, the next steps in the process can be worked out with the dealer. However, writer advised the customer that should he require further assistance to contact us back and he stated he would. Writer provided him with Roadside contact number and their name, his VIN and his case number for reference. The customer thanked writer for the information and the assistance today.

NO diagnosis: JK671

by pass added.

CLOSED LOOP UPDATE - customer: NO diagnosis.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHGO	CH		Open Date	12/05/2013	Built Date	12/15/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	03/23/2012	Mileage	35,350	Dealer Zone	42	DETROIT	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	PITCH BLACK					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	26334	SOUTHFIELD CHRYSLER PLYMOUTH JEEP			EAGLE		
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			Dealer State	MI	Dealer Zip	48034
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BERKLEY MI 4					Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer added a phone number to the account.
Product - Unknown - Unknown - Accident - Default	Customer's vehicle hit a Jeep parked in front of him.
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	

1. Who is calling and what is their contact information? SA Emily called from 26334 calling for customer.

Preferred:

Alternate: Did not provide one.

2. What happened? SA Emily states the customer was parked in front of the house. While parked inside, customer s friend was in the passenger seat and the customer went inside to get something. Customer states that the vehicle shifted on it s own and hit the Jeep in front of his vehicle. Customer states that Jeep is not damaged but his vehicle is caved in. SA Emily states that the customer would like a field rep to look at the vehicle. Agent told SA Emily that the case will be sent up to another department for further handling. Agent told SA Emily that a CM will be in contact with him by mail or phone in 2-5 business days.

3. What is the current location of the vehicle? At DLR 26334.

Reassigned to 82S.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

In lines 6, Agent meant: While parked, the customer s friend was in the passenger seat...

12.05.13

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

SOUTHFIELD DODGE CHRYSLER JEEP CJDTR

28100 TELEGRAPH ROAD SOUTHFIELD MI 48034 248-354-2950

Per OGC Matrix, reassigned to 82T. MG17

12/5/13 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 12-05-2013 15:32

CAIR NUMBER E-MAIL SENT TO EAA 12-05-2013 15:33

CCRG Open Date: 12/05/2013 15:05:15

Letter Sent: Acknowledgement 12/06/2013 09:11:20

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/16/13 AT 04:19:59

Letter Sent: Denial 12/17/2013

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG6	DH	Open Date	12/05/2013	Built Date	11/09/2012
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	01/29/2013	Mileage	21,171	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	24105	JEEP CHRYSLER OF ONTARIO, INC.				
Dealer Address	1202 AUTO CENTER DR					
Dealer City	ONTARIO			Dealer State	CA	Dealer Zip 91761
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CHINO CA				Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN
Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	vehicle is stuck in park but still started
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that the shifter was stuck in drive and now it was stuck in park. The agent updated the customer's information in COIN. The agent referred to the owner's manual and attempted to assist the customer using the instructions provided to use the override in the shift lever area however the customer stated that this did not work. The agent offered to call a tow service for the customer as the customer had towing assistance however the customer stated that this was necessary if the Dealership could help him.

The agent called the JEEP CHRYSLER DODGE OF ONTARIO Dealership and spoke to the SM who continued to assist the customer with providing instructions to get the shift lever to release and the customer was unable to get it out of Park. The customer was advised that the vehicle would need to be towed to the nearest CDJ Dealership.

Briefly summarize what the customer is expecting: The customer stated that he was seeking assistance to get the vehicle out of park.

Reassigned to DF314 Vehicle needs to be diagnosed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACGX	CH		Open Date	12/20/2013	Built Date	11/08/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	11/26/2011	Mileage	53,000	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	42631	LANDMARK DODGE CHRYSLER JEEP					
Dealer Address	6850 MOUNT ZION BLVD						
Dealer City	MORROW			Dealer State	GA	Dealer Zip	30260
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	COHUTTA GA					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	vehicle shifter didnt position itself into park
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: customer states that she is requesting to know how many people have called regarding the 'shift interlock locking' on her vehicle

Briefly summarize what the customer is expecting: customer seeking to file a complaint regarding concerns with her vehicle received new floor mats and new tires

Agent advised: Unable to provide customer with the exact number of complaints regarding her request can only inform her of calls the agent may have received or any recalls that may exist on her vehicle however customer is adamant about knowing exact numbers, again agent informed that cannot provide this. Agent asked probing questions to try and determine if she was having a concern with her vehicle and customer stated that she had gotten into an accident because the vehicle would not stay in park. Agent gathered customer's information. Customer states she went to put it into park and was at the end of her drive way and she got out and she stepped on the ground with both feet because she has a bad back and she realized the car was not in park and she tried to get back in the car, when she did that she hit her head on the windshield and now has bruising and the car rolled back and went into the neighbors yard and hit a tree with the front end of the car, crushing it. Customer stated that the neighbors called a tow truck and the vehicle is currently at Union point wrecker service 706-226-4211 customer did not have an address. Customer states she has not been able to contact the insurance company as of yet however hoping to get it into a body shop as soon as she can. Agent apologized for this and empathized with the customer however customer is very irate agent informed that will forward this information off to our special investigation team and customer needs to allow for it to be inspected before any repairs can be given however agent informed an agent would be in contact with her in the next couple of business days. Customer states other people have experienced this issue as well in her vehicle they are not able to shift from drive to park and vice versa. Agent verified customer has not been to the dlr regarding this concern. Customer also states that she has always has issues with road noise and her tires and they told her they have rotated and customer would leave it for an entire day and she would get it back still with the road noise and customer states she had headlight adjustments and it was way off target so customer has to take it back and had to take the whole headlight out and still didn't get it right and also customer would again bring up the road noise with the tires however

dlr informed her they don t really hear anything and technicians stated they did hear something very faint and all they can do is rotate them. Customer also stated her car mats are cheap and customer drinks fanta orange and she dropped it and it got on the back passenger mat within minuets it was stained and she feels they are cheap she put carpet cleaner and nothing got it out its stained . Customer would like the issue documented about he shifter and give her a new set of floor mats and new tires.

Agent apologizes for all the frustration she has experienced and would be more than happy to assist her with this situation and an agent will be in touch with her.

12.23.13

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

Union Point Towing
913 N. Glenwood Ave
Dalton GA 30721
706-226-4211

Per OGC Matrix, reassigned to 82T. MG17

Customer [REDACTED] calling in to update case. Contact number [REDACTED] for [REDACTED].

The issue on vehicle was intermittent not all the time. Customer stated they forgot to advise CAC of this on earlier call.

[REDACTED] advised State Farm is making arrangements to move the vehicle to Kens Body Shop located at 3518 Cleveland HWY, Dalton GA 30721 contact number 706-259-2704.

12/26/13 ASSIGN TO MJK32.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 12-26-2013 11:24

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 12-26-2013 11:24

CCRG Open Date: 12/23/2013 09:19:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/04/14 AT 13:02:03 [REDACTED]

Letter Sent: Denial 01/08/2014

Customer calling seeking rental reimbursement as it took so long to be able to get the vehicle repaired. Customer states that she could have had the vehicle repaired sooner however she had to wait for the approval and now she has to wait until 01/24/14 to get her vehicle back. Agent did further research and apologized for the inconvenience and advised that Chrysler will not be assisting with the rental costs. Customer is not happy with this and states that she will go higher if she needs to. Agent again apologized and call ended.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG5	CH	Open Date	12/24/2013	Built Date	10/27/2011
Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	12/29/2011	Mileage	57,344	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	42081	CROWN DODGE				
Dealer Address	6300 KING					
Dealer City	VENTURA			Dealer State	CA	Dealer Zip 93003
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OXNARD CA				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Dealer - By-Pass - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

1. Who is calling and what is their contact information?

Preferred:

Alternate: (fiance s phone)

2. What happened? Vehicle rolled backwards and ran into a company truck scratched up in the back of the truck, the vehicle is smacked up in the rear but still operational. The truck is banged up and has a small hole in it.

3. What is the current location of the vehicle?

1300 SARATOGA AVE UNIT 1909 ,

VENTURA , CA- 93003-6419,

Customer will be moving any day now.

Their new address will be:

Oxnard, CA

Per OGC Matrix, reassigned to 82T.

12/26/13 ASSIGN TO TNT16.

CAIR NUMBER REQUEST EAA INSPECTION 12-26-2013 13:50

CAIR NUMBER E-MAIL SENT TO EAA 12-26-2013 13:50

CCRG Open Date: 12/26/2013 13:41:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/07/14 AT 04:19:33

Letter Sent: Denial 01/08/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXJG8	DH	Open Date	12/28/2013	Built Date	06/20/2013
Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
In Service Dt	11/29/2013	Mileage	6,000	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45446	ASTORG DODGE CHRYSLER JEEP				
Dealer Address	1501 7TH ST					
Dealer City	PARKERSBURG			Dealer State	WV	Dealer Zip 26101
Owner					Contact Type	TELEPHONE
Address					Home Phone	
JACKSON OH					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer stated vehicle jumped out of PARK gear and accident
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that the vehicle jumped out of park and rolled into another vehicle in the parking lot. Customer stated that it is going to the dealership soon but just called to inform CAC. Writer apologized for the issue.

Briefly summarize what the customer is expecting: Customer stated that the vehicle jumped out of park and rolled into another vehicle in the parking lot.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG6	DH		Open Date	12/30/2013	Built Date	08/06/2012
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	08/06/2012	Mileage	29,330	Dealer Zone	74	DENVER	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	66613	QUALITY MTRS OF INDEP INC					
Dealer Address	2022 W MAIN ST						
Dealer City	INDEPENDENCE			Dealer State	KS	Dealer Zip	67301
Owner						Contact Type	LETTER
Address						Home Phone	
	LENAPAH OK					Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	More fuel usage than expected
Product - Fuel System - Unknown - Poor Fuel Economy - Default	More fuel usage than expected
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Vehicle reversed on its own
Product - Unknown - Unknown - Accident - Default	

1. Who is calling and is their contact information?

Preferred:

Alternate:

2. What happened? Vehicle was in park, all of a sudden started backing up. Back up lights came on all by them selves and vehicle rolled into another vehicle. Customer states that the owner of the other vehicle was more concerned with the child in the vehicle and stated that there was no damage to the other vehicle.

3. What is the current location of the vehicle? In customer driveway at County road 12, Lenapah, OK

**SEE STAR CASE

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, SCAN TOOL CODES POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION.

THANKS.

CAIR NUMBER REQUEST EAA INSPECTION 01-02-2014 14:38

CAIR NUMBER E-MAIL SENT TO EAA 01-02-2014 14:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/09/14 AT 14:44:37

Reviewed report and photos. No manufacturing responsibility found.

Dictated letter.

POSTMARK DATE: 011014; DATE RECEIVED: 011014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG0	Open Date	01/02/2014	Built Date	09/17/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
In Service Dt	05/26/2013	Mileage	7,100	Dealer Zone	71 LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			
Dealer	26806	CALIFORNIA SUPERSTORES ALHAMBRA			
Dealer Address	1100 W MAIN ST				
Dealer City	ALHAMBRA	Dealer State	CA	Dealer Zip	91801
Owner		Contact Type	TELEPHONE		
Address		Home Phone			
	LOS ANGELES CA	Country	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	Customer stating engine having issues.
Product - Drivability - Unknown - Sudden Acceleration - Default	Customer stating engine having issues.
Product - Engine - Unknown - Other - Default	Customer stating engine having issues.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Customer stating engine having issues.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to let us know what has happened with her vehicle. She was driving and vehicle lost power and she drove to a parking lot where the vehicle would not come out of drive and would not turn off. Customer got out of vehicle to try and get help and vehicle rolled away and hit other parked vehicle. Customer letting us know vehicle is going to be diagnosed. Customer will call back if needed. Agent gave customer CAIR number.

Briefly summarize what the customer is expecting: Customer is expecting to let us know what has happened with vehicle.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass - No Diagnosis

1. Who is calling and what is their contact information?

Preferred:

Alternate:

2. What happened? Customer states she was driving and lost power/control of the vehicle. Customer states she pulled off in front of a loading dock. Customer states the vehicle would not shift out of drive or turn off. Customer states there was a man in a truck across from her, she was trying to get his help. Customer states she got out of the vehicle, the vehicle sped up and crashed into the truck. Customer states she had called the police and was advised to have the vehicle towed to the dealership. Customer had the vehicle towed into service (26806) and was advised to have a special investigations case made. Customer advised no repairs/diagnostics have been completed.

3. What is the current location of the vehicle? Customer is working with Renato and Kenneth in service.

California Superstores Alhambra Chrysler Dodge Jeep Ram
1100 W Main St
Alhambra, CA 91801
(626) 537-2400

Agent advised customer her case will be sent to special investigations, agent advised customer should receive an update within 3-5 business days. Customer understood.

Reassigned to 82S.

Per OGC Matrix, reassigned to 82T.

1/3/14 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-03-2014 12:13

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-03-2014 12:14

CCRG Open Date: 01/03/2014 09:02:11

Customer called in stating she has an issue with her vehicle and the dealership said originally that they would be getting her a rental but now that the vehicle is at the dealership they now say that they cannot. Customer is looking to see why. Agent advised customer that since the vehicle was in an accident and the insurance company is involved, Chrysler will not be able to offer a rental vehicle. Agent advised customer of the case and provided phone number for customer to contact for further information and will document in the file. Customer thanked agent for the assistance.

Per OGC Matrix, reassigned to 82T.

1/7/14 UPDATED CCRG FILE. PAG

Claims Rep Deloris from Wawanesa Ins. seeking subrogation contact information. Agent provided as per Answer ID 20071.

Letter Sent: Acknowledgement 01/07/2014 09:15:24

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/09/14 AT 17:47:00 [REDACTED]

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG2	CH		Open Date	01/06/2014	Built Date	05/29/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	06/22/2012	Mileage	19,500	Dealer Zone	71	LOS ANGELES	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	45359	CHAMPION DODGE					
Dealer Address	9655 FIRESTONE BLVD						
Dealer City	DOWNEY			Dealer State	CA	Dealer Zip	90241
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	HUNTINGTON PARK CA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Burned Out - Default	Customer states he had to replace the head light bulb
Product - Brakes - Anti-Lock Brake System - Defective - Default	Customer states the ABS malfunctions
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states the vehicle loses power sometimes
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Customer states the vehicle rolls away when in park
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer states there is a shutter and hard shifting

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking information on the problems he is having with his vehicle. The customer states that the air bag light is illuminated. The customer also states he had to replace the head light bulb once on the passenger side and twice on the driver's side. The customer also states that there is a shutter in the transmission and sometimes it hard shifts. The customer also states that randomly the vehicle will lose power. The customer states that the ABS malfunctions sometimes. The vehicle also states that 3 times when he has put the vehicle into park it rolls away.

The customer states that the vehicle hasn't been taken to the dealership yet, but he has called the dealership and they advised him to call Chrysler since there are so many problems with the vehicle. Agent advised the customer to take the vehicle into the dealership to have it diagnosed and see what they can do. Agent advised the customer that if the dealership has trouble diagnosing the vehicle or repairing the vehicle than he can call us back after it has been diagnosed.

Customer states he will bring the vehicle to the dealership and will call us if he has any further issues.

Briefly summarize what the customer is expecting: The customer is expecting information on the problem he has been having with the vehicle. Reassigned for survey bypass- No diagnosis.

Customer called back asking for a rental and states the vehicle is with him and not at the dealership. Agent advised the customer the vehicle would need to be diagnosed as VOR and at the dealership before we could request a rental approval under DGW as the repair would be covered under factory warranty. Customer states he will go out and rent a vehicle and we will pay for it as he is from California and it is law. Agent advised the customer the vehicle has to be diagnosed and at the dealership overnight before the request can be submitted and only after the request is approved would the rental be covered. Customer states he wanted to have it on file he is going ahead and renting the vehicle and we will pay for it!

Customer contacted Dodge Customer Assistance as their vehicle is currently in the dealership for various concerns. The customer stated

they are also in a recall that they paid for and wanted to know if we could assist with rental. The agent then contacted the dealership and left a voicemail for SM Jeff regarding the rental. (Customer stated they were informed that the dealer told them they do not do rentals) The agent then informed the customer that we will need to speak with the SM regarding the rental. The customer understood and then listed that they are still experiencing intermittent concerns with their vehicle that the dealer has not duplicated as of yet. The customer states that the vehicle rolls itself out of park and also experiences a loss of power while driving. The agent informed the customer that based on this information, that we will escalate this file for further review. The customer was appreciative and will wait for their case manager to contact them back.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass - No Diagnosis

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealership

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 45523

Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

Status update provided via email to the following email address:

[REDACTED]
My name is Ivo and I have been assigned to be your Case Manager.

Here is some information that will be helpful for you to have:

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66181

My normal work hours: 10:00AM-6:30PM M-T-W-TH-F

I will contact you by end of business tomorrow by telephone to review your case.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, via email per line 63

[REDACTED] Called and left message for SM requesting callback

2nd attempt made to contact customer [REDACTED] Customer stated that he already has a rental. Customer states they have not been able to duplicate issue customer states that when you put in park it rolls 4 times. Last time issue occurred was approximately 2 weeks ago.

Dealer has not been able to duplicate. Agent informed customer that cm or someone else should be following up with dealer and customer by 1/10 at the latest.

Customer called and the Dealership has called him to pick up the vehicle. Agent advised the Customer that the notes advised he should be hearing from the Case Manager today. Customer needs to know as soon as possible what to do. Agent called Case Manager and transferred the customer.

Writer spoke with customer at [REDACTED] to confirm that dealer has contacted CAC with instructions that vehicle is ready to be picked up. Customer alleges he will be picking up the vehicle in about one (1) hour and then, if any issues are still evident to contact CAC back with the case number. Writer advised that if no contact is made, the case will be closed on Monday Jan. 13th 2014.

Customer called to update his case. Customer states the issues were not resolved. Customer requested to speak to the CM. Agent advised customer his CM is out of office until tomorrow (Monday). Customer understood, agent transferred customer to his CM IG561's voicemail to leave a message: 1-800-763-8422 ext 66181.

Writer dialed customer at [REDACTED] Writer left a voicemail, indicating research is being done and that a follow up will occur no later than 1/16.

Writer contacted the customer. Writer advised the customer that he contacting our engineering department will be following up 1/16.

Writer contacted DLR. Writer was advised that all management is in a meeting.

Writer contacted the DLR. Writer unable to speak with a Service Advisor after 3 minutes.

Writer contacted the DLR. Writer left a voicemail for SM Jeff inquiring whether he is willing to open a STAR case.

Status update provided via email to the following email address:

[REDACTED]
I am in the process of opening a case with our Chrysler Engineers as the dealership has been unable to duplicate your problem. Hopefully they will be able to provide insight into what is going on with your vehicle. I will call you on 1/20.

End of Status Update

Writer called dealership. No one is service was available to take call.

Status update provided via email to the following email address:

[REDACTED]
Hello,

My name is Mae with Dodge Customer Care. I am your new Case Manager.

Here is some information that will be useful for you to have:

Your case number is [REDACTED]

My contact information: 800-763-8422 EXT 66351

My hours in the office: 9:30 AM 6:00 PM MST.

I will be reviewing your case and contact you by the end of business

1/23.

End of Status Update

Writer contacted dealer and spoke with SA Dirk. SA states this vehicle has not been in since Aug 2013.

Writer attempted to reach customer, left message. 1/27

Writer contacted customer. Customer informed writer that customer is dealing with Champion 45359.

Writer contacted dealer and was informed they are stil working on the car and they will have the SA call writer back with an update on whats going on.

Writer contacted dealer and SA Rene. SA states they only concern they found was the air bag light and they fixed it. SA states the vehicle is operating as designed. SA states the mileage was 19,849. SA states the last time the vehicle was there was 1/6.

Writer attempted to reach customer, left message informing customer that the vehicle is operating as designed and we will leave the case open for 2 more days if there is any questions or concerns to call writer. Close case on 1/31

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAEG2	EH	Open Date	01/16/2014	Built Date	11/09/2013
Model Year	2014	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN		
In Service Dt	11/25/2013	Mileage	0	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	41600	EXTREME DODGE DODGE TRUCK INC				
Dealer Address	2300 SEYMOUR ROAD					
Dealer City	JACKSON			Dealer State	MI	Dealer Zip 49201
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	JACKSON MI				Country	UNITED STATES

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

CQI Survey Record Received - DATE : 01/16/2014

Survey Number : 2638383

Quality Survey ID Number:

Survey Date : 01/12/2014

VIN Last 8 : EH

CQI Comments : \just to make sure mycomments at the end of the s
urvey are clear 517.750.4211

***** CASE MANAGER TEAM - District 88V*****

Customer's comments per survey: Difficult to close. need to slam them to close all the way. I thought I was thru slamming car doors when I traded in my Prius. Difficult to close. awkward to hold. need to slam to latch. Other: Please describe when this trouble occurs. Don't use it. to awkward. fails to recognize my words. poor menus. doesn't ask good questions. I don't take my eyes off the road when in voice mode. automated phones do much better :(I expected to be able to control the interior environment by voice. The command 'heat drivers seat' doesn't work, as an example. Taking eyes off the road is bad. No alert if you exit vehicle with engine running. In past, alerts sounded with headlights on. Chrysler thinks leaving engine on is less of a problem than leaving lights on. Don't like being forced to take my eyes off the road. The shift lever is awkward. I used to be able to know what gear I was in by where the lever was. The only way I know what gear I am in is to look at the dash. I cannot go from D to R. I end up going from P to R. I have stated them all previously. The one that upsets me the most that I want to emphasize is the carbon monoxide issue. No warning that the engine is still running when the driver exits the vehicle. When the garage door goes down, a perfect setup for CO poisoning. eXtreme is a very good dealership. They were the deciding factor in buying a 300C and not a MKX hybrid. No secondary sun visor when sun is low and the road makes the sun alternate between windshield and drivers door window. Flipping visor from window to window is unsafe. Saying your voice control is primitive is paying it a compliment. no alert when leaving car with engine running is unsafe. especially done when parked in garage. Bad gear shift design. When stopped, can't shift quickly from D to R without ending up in P. A quick shift is needed now and then to avoid problems. Car shifts are jerky under 15 MPH. Wife found seats more comfortable than MKZ and ATS. 300C suited wife's discomfort better than MKZ hybrid. If the MKZ had been as comfortable to her, I would have bought the hybrid. I preferred the MKZ's cockpit, she the 300C seats. Vehicle test drive. Dealership information.

Previous experience with the vehicle/brand. As much as I prized the MKZ's mileage and instrumentation, the wife's comfort trumped all.

CONTACT UPDATE - 1st Contact attempt, phone number dialed.

. Left message.

Writer is closing cair as there is an existing cair: [REDACTED]

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH6	EH	Open Date	01/25/2014	Built Date	10/15/2013
Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN		
In Service Dt	01/06/2014	Mileage	423	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PRY	REDLINE 3 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	65686	HEBERT'S TOWN & COUNTRY DODGE			CHRYSLER JEEP	
Dealer Address	1155 EAST BERT KOUNS					
Dealer City	SHREVEPORT			Dealer State	LA	Dealer Zip 71105
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	ZWOLLE LA				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer stated her vehicle was in a accident
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Customer stated her vehicle was in a accident
Product - Unknown - Unknown - Accident - Default	Customer stated her vehicle was in a accident
Corporate - Property Damage - Default - Default - Default	
Corporate - Roadside Services - Service Contracts - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2014-01-25

Road Side File Created 01-25-14 FOR SERVICE CONTRACT

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

251 HAMLIN STREET

WILLOW STREET

ZWOLLE

LA USA

SP CALLED HAD TO CHANGE SERVICE DUE TO PAY CONTACT

DEALER CODE : TATE DODGE CHRYSLER JEEP, INC.

Dealership calling seeking who called the dealership regarding this Cair number. Agent informed the customer that the only information on this Ciar is the towing contact.

SM Bobby from HEBERT S TOWN & COUNTRY CHRYSLER call stating he received a message from an agent from customer care. SM Bobby stated the message was asking what he was going to do to repair the vehicle, however if the customer is claiming the vehicle came out of park and caused the vehicle to be damaged then the correct proccess would be 82S. Agent advised the file was reopened in an agents name but no notes from that agent are yet on the file and no other files have been created

1. Who is calling and what is their contact information?

Preferred:

Alternate:

2. What happened? Customer stated she parked her vehicle in front of her work and went inside. Customer stated she was in the building about 2mins. and someone outside yelled the customer s name and she turned around and by the time she made it to the door she heard a crash. Customer stated she went outside and noticed her vehicle had hit a transport truck. Customer stated she went to the vehicle and saw the gear shift was in neutral. Customer stated she put the gear shift in park and shut vehicle off. Customer stated the police were called and customer said she called the insurance. Customer stated she made sure the driver of the transport truck was okay. Customer stated police arrived, and they checked out the situation. Customer stated she does believe she had put her vehicle in park. Customer stated they were trying to determine how the vehicle could have hit the transport truck. Customer stated the vehicle left skid marks where it was parked and to where the vehicle hit the transport truck. Customer stated a report was written up by the

police officer.

Agent asked the customer what the report says.

Customer stated she doesn't have the report on her at this time.

Customer stated she had the vehicle towed to the nearest dealership.

Customer stated Ace towing picked up the vehicle and brought the vehicle to their towing yard.

Customer stated Ace towing took the vehicle to an Eddie Auto Salvage yard per customer's insurance company's instructions.

Customer stated her insurance company spoke with Chrysler and they said to have the vehicle towed to Legacy Dodge in Natchitoches, La 7098

Highway 3175 Byp. (318) 238-3383 745557A™.

Customer stated that dealership did not have a body shop.

Customer then stated her vehicle was towed from Legacy to Hebert's Town & Country 765686A™.

Customer stated the insurance adjuster called and gave her the estimate on what the damage is to the vehicle. \$9000.00 approximately

3. What is the current location of the vehicle? Hebert's Town & Country

Chrysler 765686A™ (318)-221-9000 1155 EAST BERT KOUNS SHREVEPORT, LA 71105

Customer was told by the dealership that Chrysler will be handling this issue.

Agent re-assign to in basket 82S

Customer contact information: [REDACTED]

Customer's email address [REDACTED]

Per OGC Matrix, reassigned to 82T.

1.29.14 Assigned to TNT16. MJK

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-29-2014 12:47

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-29-2014 12:47

CCRG Open Date: 01/29/2014 09:59:01

Letter Sent: Acknowledgement 01/30/2014 11:56:43

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/04/14 AT 04:19:41 [REDACTED]

Customer calling to get information on what the next steps are. Agent transferred customer SI for further assistance.

Customer noticed that her name in the paperwork she was emailed was listed as Ashley Perry. It should read [REDACTED]. Customer wants to ensure that this issue get corrected before she signs the paperwork.

Corrected name, Per OGC Matrix, reassigned to 82T.

2/17/14 UPDATED CCRG FILE & CASE MANAGER. PAG _

[REDACTED] called to see if the fax was received. Customer is requesting callback as soon as possible.

Briefly summarize why the customer is contacting Chrysler: Keuan calling for updates on vehicle repairs. Customer states they have not heard anything as to when they are going to be getting the vehicle back yet.

Agent advised of the updated notes on file. Agent then contacted DLR 65686 to see if they could give any updates on the vehicle repairs.

Nobody was available at the auto body shop. Agent advised the customer they are going to document on the file accordingly however the case has been closed. Agent advised to contact the DLR to see if they have any more updates. Customer thanked the agent and disconnected the call.

Briefly summarize what the customer is expecting: Customer calling for updates on vehicle repairs.

Customer calling with more questions about the issues.

Agent advised customer that her request for a call back will be sent.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer's address match COIN (Y/N): yes

If no, customer's current address: n/a

Customer's current phone number (Daytime) [REDACTED]

Customer's current phone number (Evening): [REDACTED]

Customer's email address: [REDACTED]

Any additional information: customer would like call back or email about what is going on with her case.

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

02.24.14

Customer Call Back Seeking update on 82T -

Per OGC Matrix, reassigned to 82T. MG17

2/25/14 UPDATED CCRG FILE & CASE MANAGER. APG

Letter Sent: Denial 02/25/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBGX	DE	Open Date	01/29/2014	Built Date	11/21/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	06/24/2013	Mileage	9,200	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44231	DEMONTROND AUTO COUNTRY INC				
Dealer Address	888 IH 45 SOUTH					
Dealer City	CONROE			Dealer State	TX	Dealer Zip 77304
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MONTGOMERY TX				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Hard to shift into park
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Parts on backorder till May 2014
Corporate - Survey By-Pass - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking assistance with part being on backorder till May 2014.

Briefly summarize what the customer is expecting: Customer is expecting part to be expedited.

Customer states he has been having problems with getting the shifter into park. Customer states he has made dealership aware of problem with shifter while getting past 2 oil changes. Customer states dealership advised him it would take a little getting used to, just give it time. Customer states it is difficult to put vehicle in park and occasionally it will roll backwards. Customer states he has been a loyal customer to Chrysler. Customer states he has taken vehicle to dealership to have issue looked at. Dealership advised him the part is on backorder till May 2014. Agent called dealership 44231 and spoke to Parts Salesperson Wayne to confirm ETA for part. Parts Salesperson Wayne confirmed the Chrysler ETA was May 2014. Customer states he would upgrade to a 2014 Dodge Challenger if he could get a good deal. Agent advised customer to contact his dealership and speak to sales. Agent advised him it didn't matter if the previous Chryslers were purchased or leased at a different dealership.

Writer contacted Demontrond Auto Country 44231 and spoke with Parts Salesperson Wayne.

Parts Salesperson Wayne stated part information for order is as follows:

Part #: 68140727AD

Part Description: TRANSMISSION E-SHIFTER BASE

Order #: S020A

ETA: May 2014

Is customer in rental? NO

If yes, who authorized rental?

Is the vehicle off road? NO

Order type: Special Handling

Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.

If an update is received sooner, customer will be contacted sooner.

Assigned case to 96W

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITING for

Part#68140727AD, Order#S020A, OMC#88305989

on 2014-01-30 @ 10:38

*****96W TRIAGE TEAM*****

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITED ON:2014-01-30 @ 10:38
PART NUMBER:68140727AD
PART DESCRIPTION:TRANSMISSION E-SHIFTER BASE
ORDER NUMBER:S020A
NUMBER OF DEALERS WITH PART:1
CUSTOMER IN RENTAL (Y OR N) n
WHO AUTHORIZED RENTAL:na
HOW MANY DAYS IN RENTAL:na
ASSIGN TO:CT779

*****END OF TRIAGE*****
*****96W PARTS UPDATE*****

Writer checked GPOP and found part status as CD 00 B/O - FOS (future shipment).

ETA for part is _CURR PROM DATE 05/13/14_.
*****END OF UPDATE*****

CONTACT UPDATE - 1st Contact, phone number dialed,

part delivered 2/11
DEMONTROND AUTO COUNTRY 281-443-2500: Agent called the Parts department who confirmed the part did arrive today.

CUSTOMER UPDATE: Agent attempted to call the customer no answer left message stating that the parts have now arrived at the dealership. Agent stated that if his vehicle is not there he can schedule an appointment to have it completed and if it is already there the repairs will start shortly. Agent stated she will follow up in the middle of next week to follow up. Agent provided number for further information.

***** START OF SUPPORT ESCALATION by T3959JB*****

**** Update from Expediting Team for ****

Part#68140727AD,Order#S020A ,OMC#88305989

68140727ad-Delivered On:

Tuesday, 02/11/2014 at 9:41 A.M.

via ups tracking no:

***** END OF SUPPORT ESCALATION ***** by T3959JB

OMC# 88305989Order# S020A FOR PN: 68140727AD IS RESOLVED

029888--- REPAIRS HAVE BEEN COMPLETED

CUSTOMER UPDATE: Agent called the customer who confirmed that he has his vehicle back and so far its been running good. Agent stated she go ahead and close the case but if he ever runs into any other issues to call the customer assistance center back.

CLOSE LOOP AS PER DCP15

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG4	CH		Open Date	02/06/2014	Built Date	01/03/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	01/27/2012	Mileage	16,800	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	45368	TOMBALL DODGE INC					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL			Dealer State	TX	Dealer Zip	77375
Owner						Contact Type	FAX
Address						Home Phone	
	SPRING TX					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Hard Shifting - Default	Shifter needs to be replaced. Part on backorder.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he brought his vehicle to the dealership in early January for an issue with his gear shifter. Customer states that he was experiencing hard shifting between drive and park. Customer states that he was told that they need to replace the shifter, but the part is on backorder. Customer states that he was told that he can continue to drive the vehicle. Customer states he went on vacation, and when he was driving the vehicle back from the airport he noticed that it was more of a safety concern than the dealership led him to believe. Customer states he will shift the vehicle in park, but it will go into reverse instead. Customer states that he called the dealership and was advised that the part is still on backorder.

Briefly summarize what the customer is expecting: Customer is expecting vehicle repaired. Customer states that he had the part ordered through Tomball Dodge Chrysler Jeep (45368).

Agent contacted the dealership and spoke to parts advisor David. Parts advisor David provided all necessary parts information. Agent advised customer that we will send the case up to our parts support team for parts resolution.

Writer contacted Tomball Dodge Chrysler Jeep (45368) and spoke with PA David.

Parts Advisor David stated part information for order is as follows:

Part #: 68140727AD

Part Description: Shifter

Order #: 150010

ETA: April 4th

Is customer in rental? No

If yes, who authorized rental? N/A

Is the vehicle off road? No

Order type: Special Handling (Daily/Special Handling/VOR)

Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.

If an update is received sooner, customer will be contacted sooner.

Assigned case to 96W.

The customer almost backed into 2 vehicles today because instead of going into park, it goes into reverse. The customer feels this vehicle should not be on the road and is concerned about his safety. The agent summarized the lines 10-35 and assured him that the matter was important and it was already sent to a CM. The customer was unaware of this. As per answer connect ID: 18891 the customer was provided the fax number. The customer is aware that he will be contacted in 4-5 business days.

POSTMARK DATE: 020714; DATE RECEIVED: 020714

*****96W TRIAGE TEAM*****

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITED ON:invoiced PDC

Label Created On:02/06/2014

PART NUMBER:68140727AD

PART DESCRIPTION:Shifter

ORDER NUMBER:150010

CUSTOMER IN RENTAL (Y OR N) n

WHO AUTHORIZED RENTAL:na

HOW MANY DAYS IN RENTAL:na

ASSIGN TO:KS1057

*****END OF TRIAGE*****

POSTMARK DATE: 020714; DATE RECEIVED: 020714

*****96W PARTS STATUS UPDATE*****

UPS Tracking Number: [REDACTED] UPS Label Created On:

02/06/2014

*****End of Status Update*****

CM called customer at [REDACTED] CM provided the customer a parts update concerning his part. CM informed customer that he can expect his part to be delivered Monday, 02/10/2014 at the dealership. CM provided customer his callback # 855-525-5085 ext.4720321.

*****96W PARTS STATUS UPDATE*****

UPS Tracking Number: [REDACTED] UPS Delivered On: Monday,

02/10/2014 at 9:44 A.M.

*****End of Status Update*****

CM called customer at [REDACTED]. Family member answered the telephone. Customer was out of town but family member recorded CM callback number for customer.

Customer calling back to speak to CM Kevin at extension 4720321. Writer transferred customer to CM Kevin at extension 4720321 to leave a message.

Customer states he can be reached at [REDACTED] for follow up as he is currently out of town.

CM called customer at [REDACTED]. Customer stated that he has had an opportunity to drive the vehicle and it is driving well. CM thanked customer for choosing Chrysler.

POSTMARK DATE: 031114; DATE RECEIVED: 031114

POSTMARK DATE: 031114; DATE RECEIVED: 031114

POSTMARK DATE: 041114; DATE RECEIVED: 041114

POSTMARK DATE: 041414; DATE RECEIVED: 041414

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAEG1	DH	Open Date	02/16/2014	Built Date	02/25/2013
Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN		
In Service Dt	03/22/2013	Mileage	9,800	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	42678	BARRETT DODGE CHRYSLER JEEP				
Dealer Address	10419 OLD OCEAN CITY BLVD					
Dealer City	BERLIN			Dealer State	MD	Dealer Zip 21811
Owner					Contact Type	TELEPHONE
Address				VICTORIA FOREST	Home Phone	
	SELBYVILLE DE				Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customer's information
Product - Transmission / Transaxle - Unknown - Other - Default	Customer stated he wasn't able to put his vehicle in park to shut it off

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating he was driving and the maintenance light came on and stated maintenance is required. Customer pulled over in MacDonalds to park the vehicle and shut it off, and he wasn't able to put it in park, until he jiggled it around for a bit. Customer brought the vehicle to the dealership and they stated it needs a shifter replaced. Customer stated the dealership said the part is on backorder and will take a bit to receive the part.

Briefly summarize what the customer is expecting: Customer expecting if the vehicle is safe to drive to Florida this way without it being repaired.

Agent researched in the parts tab and saw the part was ordered on 02/13/2014 Part # 68140727AD Order# OC2019

Agent stated to the customer cannot answer that question, because not technically inclined.

Agent advised the customer to speak with the PM at the dealership on Monday to see if they did get the part.

Customer asked if his vehicle falls under the K39 recall.

Agent advised the customer all recalls are VIN specific and his does not fall under this recall it is for 2007 Chrysler 300 s

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG5	DH	Open Date	02/19/2014	Built Date	03/06/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	10/17/2013	Mileage	18,958	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	66908	GARY MATHEWS MOTORS INC				
Dealer Address	1100 NEW ASHLAND CITY RD					
Dealer City	CLARKSVILLE			Dealer State	TN	Dealer Zip 37040
Owner					Contact Type	LETTER
Address					Home Phone	
	CLARKSVILLE TN				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Vehicle jumps out of Park
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: The above vehicle is register to:

et
Clarksville, TN

-- Phone --

**

Caller Keith service manager from Dealer Code: 66- 66908 Dealer Name : GARY MATHEWS MOTORS INC stated that vehicle is currently at dealership and Keith stated that vehicle owner had an issue about 2 weeks ago. Customer states that the vehicle was parked on a hill headed upwards, in Park, the vehicle was not running and there were no keys in the vehicle. Customer claims that the vehicle went into drive, headed up hill, made a turn to the right, and went through a field and hit an apartment complex, causing damage to the front bumper of the vehicle. Keith stated that the customer has had the front bumper repaired on the vehicle already. Keith stated that the customer brought the vehicle to the dealership after the front bumper was repaired. Keith stated that the dealership did a diagnostic on the vehicle and the code for electric shift module circuitry came up. Keith stated that they have not yet repaired the vehicle, pending further investigation. Keith wants to know if the dealership can proceed to repair this vehicle, given the circumstances that the vehicle jumped into gear and proceeded to roll up hill rather than down hill.

Briefly summarize what the customer is expecting: Keith wants to know if the dealership can proceed to repair this vehicle, given the circumstances that the vehicle jumped into gear and proceeded to roll up hill rather than down hill.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is Keith Roberts
Preferred Afternoon/Evening call back number is -- Keith Roberts

Customer email address for case updates: DECLINED

Who has possession of the vehicle? (Dealer)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? Dealer

Code: 66- 66908 Dealer Name : GARY MATHEWS MOTORS INC

Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed

SM Keith who confirmed story of customer s vehicle starting

by itself and car was repaired at body shop before Chrysler was contacted and SM Keith believes the story is fishy and wants to know proper step before continuing with repair.

Writer will email AM for help on case.

Writer was contacted by AM and it was requested that Special Investigations be involved with case.

1. Who is calling and what is their contact information? Dealership 66908 has created CAIR and their contact information is SM Keith; 931-552-7100.

2. What happened? Customer states that the vehicle was parked on a hill headed upwards, in

Park, the vehicle was not running and there were no keys in the vehicle. Customer claims that the vehicle went into drive, headed up hill, made a turn to the right, and went through a field and hit an apartment complex, causing damage to the front bumper of the vehicle. Keith stated that the customer has had the front bumper repaired on the vehicle already. Keith stated that the customer brought the vehicle to the dealership after the front bumper was repaired. Keith stated that the dealership did a diagnostic on the vehicle and the code for electric shift module circuitry came up. Keith stated that they have not yet repaired the vehicle, pending further investigation. Keith wants to know if the dealership can proceed to repair this vehicle, given the circumstances that the vehicle jumped into gear and proceeded to roll up hill rather than down hill.

3. What is the current location of the vehicle?

Dealership 66908

4. Customer s contact information:

[REDACTED]

VEHICLE IS LOCATED AT:

GARY MATHEWS MOTORS INC CJDTR

1100 NEW ASHLAND CITY RD CLARKSVILLE TN 37040 931-552-7100

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, SCAN TOOL CODES POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

We will also need a CDR/EDR imaging on this vehicle.

POSTMARK DATE: 022014; DATE RECEIVED: 022014

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 02-20-2014 13:24

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 02-20-2014 13:24

CUSTOMER CONATCT- Call could not be completed as dialed.

POSTMARK DATE: 022414; DATE RECEIVED: 022414

POSTMARK DATE: 022714; DATE RECEIVED: 022714

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/27/14 AT 17:05:17 [REDACTED]

Reviewed report and photos. Unable to determine a manufacturing responsibility. Dictated letter. _

POSTMARK DATE: 030414; DATE RECEIVED: 030414

LETTER MAILED.

Customer advised he did not get a letter. Agent advised that there does not seem to be a manufacturer s defect.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG9	DH	Open Date	02/22/2014	Built Date	02/01/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	10/28/2013	Mileage	5,125	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	59799	BREEDEN DODGE INC				
Dealer Address	5900 HIGHWAY 71 SOUTH					
Dealer City	FORT SMITH			Dealer State	AR	Dealer Zip 72908
Owner					Contact Type	TELEPHONE
Address					Home Phone	
BOONEVILLE AR					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer's vehicle went into through the house & garage
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: Customer said that her vehicle rolled through her garage into her house. Customer was very shook up and upset. Customer said it happened yesterday 02/21/14 in the afternoon. Customer had called her insurance company and an appraiser was coming out to her house on monday. Customer said that she is scared to drive her vehicle now, and she can't get the vehicle out of the garage because the door is jammed/locked. Customer had seen the N65 recall online and wanted to know if her vehicle pertained to that recall. Customer luckily has another vehicle she has been driving since the incident.

Briefly summarize what the customer is expecting: Agent apologized for the customer having to experience this issue. Agent advised the customer that she would need to open a case file and send it to our special investigations department. Agent advised the customer that the SI team would be in contact with the customer in 2-5 business days approximately. Agent gave the customer her case # [REDACTED] 8 to reference.

1. Who is calling and what is their contact information? [REDACTED]

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Customer's vehicle went through the customer's garage & house.

3. What is the current location of the vehicle? Vehicle is in the garage because the door won't open and is partially jammed.

02.24.14

Please provide allegation as to why this may have happened

Agent had called the customer and verified a few concerns. The customer feels that there is a defect with the vehicle and this issue should never have happened. Customer said that she parked her vehicle out front, the overhead garage door would not open so she went in her front door of her house. Customer had received a phone call, and went into the kitchen. Customer heard a big bang / crash noise and her vehicle went through her garage into her utility room of her house. Customer doesn't understand how this could have happened since it was 'parked'. Customer had went on her computer to see if there were other situations like this and noticed the N65 recall and felt that her vehicle experienced the same symptoms. Customer was still waiting for her insurance agent to show up and inspect her vehicle.

02.27.14

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

[REDACTED]

BOONEVILLE AR [REDACTED]

[REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

2/28/14 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 02-28-2014 07:59

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 02-28-2014 07:59

CCRG Open Date: 02/27/2014 08:16:29

Letter Sent: Acknowledgement 03/03/2014 10:54:52

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/20/14 AT 20:18:48 [REDACTED]

Letter Sent: Denial 04/02/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG3	DH	Open Date	02/24/2014	Built Date	11/02/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	03/30/2013	Mileage	10,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	26633	FERMAN JECF OF NEW PORT RICHEY				
Dealer Address	3939 US HWY 19					
Dealer City	NEW PORT RICHEY			Dealer State	FL	Dealer Zip 34652
Owner					Contact Type	TELEPHONE
Address					Home Phone	
NEW PORT RICHEY FL					Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default	Vehicle stuck in park. Park on backorder.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating their vehicle has been at the dealer for 6 Weeks waiting for a backordered part. Customer states she is starting to get upset and would like to know if she can get the part expedited. Agent contacted Bob in parts (see below.) Bob states after the part was ordered the rule about the part was changed so his order got cancelled. Bob states he is going to re-do the order. Agent advised customer that the case will be sent to the back ordered part department. Customer asked about getting a couple oils changes for the inconvenience. Agent contacted dealer 26633 and spoke to SA Steve. Steve states the dealer has given her a rental vehicle and would not want to offer oil changes. Agent Spoke to TL DF314 who also declined providing oil changes. Agent advised customer that the dealer declined to provide the oil changes. Customer states she will speak to her parts manager when they call about possible getting something for the inconvenience.

Briefly summarize what the customer is expecting: Customer is expecting agent to expedite the part to the dealer.

Writer contacted (FERMAN CHRYSLER JEEP DODGE RAM OF New Port and 26633) and spoke with (Bob in Parts).

(Bob in Parts) stated part information for order is as follows:

Part #: 68140727AD

Part Description: Transmission shifter

Order #: C0121E Order was canceled because it is now special handling.

ETA: N/A

Is customer in rental? Yes

If yes, who authorized rental? Dealer

Is the vehicle off road? Yes.

Order type: ?Special Handling™ (Daily/Special Handling/VOR)

Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.

If an update is received sooner, customer will be contacted sooner.

Assigned case to ?96W™ (96W (Parts Only)) or (88F) for handling.

*****96W TRIAGE TEAM*****

***** Following Corporate Resource has been contacted *****

PARTS IN TRANSIT TO PDC AS OF: 2/24/14

PART NUMBER: 68140727AD

PART DESCRIPTION: SHIFTER

ORDER NUMBER: C0224Y

NUMBER OF DEALERS WITH PART: 13

CUSTOMER IN RENTAL (Y OR N): Y

WHO AUTHORIZED RENTAL: DEALER

ASSIGN TO: AA1092

*****END OF TRIAGE*****

Part in transit ETA 3/4

Status update provided via email to the following email address:

██████████
Thank you for your patience while waiting for your part(s) to become available. I wanted to provide an update and let you know that as of today the tentative estimated time of arrival for your part(s) to reach the dealership is 3/4/14. I am actively working on your case and as more information becomes available I will be back in touch.

Thank You,

Alison-Chrysler Parts Team

855-525-5085 ext. 4720281

Mon-Fri 8am-4:30pm EST

End of Status Update

Part delivered 3/4

Status update provided via email to the following email address:

██████████
I am contacting you to see if your vehicle was repaired and returned to you. If it is and everything is fine with the vehicle there is no reason to contact me back. If I do not hear back from you by 3/10 I will assume you have gotten your vehicle back and everything is fine with the vehicle. Feel free to contact me if you have any questions or concerns.

Thank you again for your patience.

Alison-Chrysler Parts Team

855-525-5085 ext. 4720281

Mon-Fri 8am-4:30pm EST

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG7	CH		Open Date	03/12/2014	Built Date	07/09/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	09/02/2012	Mileage	16,300	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PRY	REDLINE 3 COAT PEARL					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	45091	GREENWAY CHRYSLER-JEEP-DODGE, INC.					
Dealer Address	9051 EAST COLONIAL DRIVE						
Dealer City	ORLANDO			Dealer State	FL	Dealer Zip	32817
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	DELAND FL					Country	UNITED STATES

Product - Engine - Unknown - Other - Default	engine would not turn off
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	would not allow vehicle to be put in park

Briefly summarize why the customer is contacting Chrysler: Customer called stating that her vehicle had the anti-skid service light come on and then the transmission light turned on. At that point the vehicle could not be put into park and she could not turn off the vehicle. Agent spoke with SA Mike who stated they sent out a technician to the vehicle and he had to pop the emergency shifter release. SA Mike stated that the technician brought vehicle to the service department and there were 10 different codes that came up. They drove the vehicle yesterday a number of times and had no issues and now no codes. SA Mike stated the technician will be checking the 10 codes today. Service Contract will not give customer a rental even though vehicle has been kept overnight. Customer needs to have a vehicle and is very frustrated with no diagnosis and no rental. Agent advised customer was sending case to manager and a manager would call back in one business day. Best Number to call customer is

Briefly summarize what the customer is expecting: Customer stated that her vehicle would not go into park and would not shut off and has not been diagnosed.

Reassigned to: 88F

***** CASE MANAGER TEAM - District ?M A™ *****

Writer contacted DLR (68200) on (3867477511). Left message for the SM to contact writer.

Writer contacted the customer on (3867477511). Customer informed writer the vehicle was not able to go into park, the vehicle was brought into the dealership for repairs but was given back to the customer as there was no diagnosis but had lots of codes. Customer informed writer his wife is the one driving the vehicle and would have more information on the vehicle. Customer stated the vehicle runs now and can be put into park but writer informed the customer will follow up on the vehicle on 03/18/2014 to check on the vehicle.

CONTACT UPDATE - as per lines 23-30

Writer contacted the customer on (3867477511). Writer left message 2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Customer requested writer to call wife s number as she is the one who drives the vehicle. Customer provided contact number

Writer called the customer left message

Mrs. Sperling calling to speak with Case Manager JC2184. Writer transferred customer over to ext 66258 to leave a voice mail if CM is not available.

Secondary number: declined

Mrs. Sperling calling to speak with Case Manager JC2184. Agent advised

that the CM will not be available for a couple of hours as it is only 5:30 AM for CMs. Agent advised that agent would leave message on case for CM to call customer back ASAP. Agent advised that customer can also try calling back to CM in a few hours when the department is open. Customer states that they would like to go to their selling DLR but cannot drive the vehicle that far due to the issues. Customer states now the Antilock break light has come on. Customer states that last time this light came on the transmission light followed and the vehicle would not turn off for 45 minutes.

Customer seeking rental and to bring vehicle to selling DLR via tow. Customer contacted writer the anti lock brakes came on then the transmission lights came on and the anti lock brakes and possibly the transmission light. Customer is afraid to drive the vehicle as she is not able to put the vehicle in park or shut the vehicle off. Customer informed writer the DLR had to come to her work to shut the vehicle off and they are aware of the vehicle issue. Customer was advised by writer customer could get 2nd opinion from another DLR. Customer stated the nearest DLR is 20 miles away and if writer want the vehicle there she will take it as the vehicle is having the issue and she is concerned. Writer informed the customer will contact Hurley CDJ and get additional information on the vehicle and follow up with the customer. Customer requested a call back today.

Writer contacted DLR 68200 on 386-736-3000. Writer spoke with the SM Laurie who stated the condition that set the codes were no longer present and the dealership did nothing. Writer inquired as to the work done on the vehicle SM informed writer there the SA today and informed the SA the ABS light came on but she would contact writer to get information on what to do. Writer was informed by the SM the DLR has no loaner and the customer will have to rent a vehicle if her vehicle needs to stay for a couple of days for a diagnosis and the DLR has other vehicles being worked on so the vehicle might not be looked at until Monday 03/30/2014. Writer informed the SM will do a little further research and follow up with the customer and then contact the dealership.

Vehicle is at the dealership - GREENWAY CHRYSLER-JEEP-DODGE, INC. (45091)
Update triggered by S97509L

Writer contacted DLR 45091. The DLR closed writer will call back on 04/04/2014

Writer contacted the dealership and spoke with SA Ashton who informed writer the vehicle was at the dealership on the 26th but has not been there since and there is no RO open on the customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]

Writer contacted DLR 68200 on 386-736-3000 spoke with Theresa who informed writer the vehicle has not been brought in for the diagnosis and the last time the vehicle was at the DLR was 03/26/2014 updated HFM and the ABS light was on and it was repaired.

CONTACT UPDATE - 2nd contact attempt, phone number dialed [REDACTED]

Writer spoke with the customer who informed writer there has been no issues with the vehicle and the case can be closed.

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

Customer Assistance Inquiry Record (CAIR)#
2

VIN	2C3CDXBG8	CH		Open Date	03/21/2014	Built Date	02/08/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	07/06/2012	Mileage	36,857	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	44107	ACADIANA DODGE INCORPORATED					
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY						
Dealer City	LAFAYETTE			Dealer State	LA	Dealer Zip	70508
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	GRETN LA					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer states that vehicle backed up and hit a fence.
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Customer states that vehicle will jump into reverse without anyone in car
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact

2. What happened? Customer had just left vehicle for repair and vehicle backed up into a fence and there was damage to the rear tail light.
 3. What is the current location of the vehicle? ACADIANA DODGE CHRYSLER JEEP RAM
 1660 Westbank Expy
 Harvey, LA 70058
 (504) 363-1999

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he had just left the dealership after getting repairs done and vehicle jumped into gear and reversed into a fence. Customer states this was the issue that was supposed to be repaired. Briefly summarize what the customer is expecting: Customer is expecting his vehicle repaired. Agent called DLR 44107 and spoke to SA Don who stated that customer was in and had the repairs done to fix the problem. SA stated that there was a software upgrade completed and had vehicle and verified that shifter went into park. Customer was advised to call dealership if the problem happened again. Agent advised customer that his case would be escalated and he would receive a call back from someone to assist with his case. Agent provided customer with case number. Customer asked about a rental vehicle. Agent called DLR 44107 again to speak to SM to get a possible rental vehicle for customer. SM was unavailable. Agent advised customer of this. Customer called in upset because he has been unable to reach anyone at DLR 44107 Acadiana dodge to ask for assistance and a rental vehicle. Customer states that the previous agent tried calling yesterday and he was unavailable, and again today he called and was told he was with a customer and would call him back. After waiting for a while the customer called back and was told that the SM was gone for the day. Writer advised customer that there is no provision for rental here so we are unable to assist at this time but he is willing to contact the dealership to see if the SM will be in. Writer called DLR 44107 and was advised that Service is closed Saturdays. Writer advised customer of this and he said he just called service. Customer three-way called the service department and they were in fact open. Customer asked for the SM and again was told he is unavailable. Customer asked to speak to someone else in service and was told he would have to wait. Writer asked for their dealer code and was given 43939.

Writer advised customer that we had been calling different dealers because the one contacted was 44107.
Customer provided the address and advised that the previous agent called the right dealer because she talked to SA Don who is the same guy that he had talked to.

it appears that the SA lied about the dealer code, and the operator lied about service being closed for the day.

Writer apologized for the inconvenience and advised customer to call back on Monday when management is around to get more information.

Customer called back seeking information regarding rental. Agent reviewed Answer ID 18819 and advised the customer that we cannot make any promises on rental at this time and he will need to wait for the SI department to contact him after the 2-5 business day turn over time.
Customer understood.

03.26.14

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

ACADIANA DODGE CHRYSLER JEEP RAM CJDTR

1700 SW EVANGELINE TRWY LAFAYETTE LA 70508 337-232-7361

Per OGC Matrix, reassigned to 82t for their review and handling. MG17

3/26/14 ASSIGNED TO LSE6. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-26-2014 10:02

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-26-2014 10:02

Chuck from dealer calling in seeking to information on rental. Agent advised the chuck that the CM has the case now. Agent advised that it is something the CM will look into and be in touch with the customer if it is something we can provide.

Customer seeking to speak to CM regarding the rental car and issues with his vehicle.

CCRG Open Date: 03/26/2014 09:47:20

Letter Sent: Acknowledgement 03/27/2014 07:40:20

Customer seeking a status on his case. Customer seeking to speak to his CM.

Agent advised of updating the customers notes.

Customer called wanting to speak to his CM about a rental vehicle.

Customer handed phone over the SM at the DLR. Agent transferred customer over to DO Not Give This Number Out [REDACTED]

Customer is calling and stating that he was being transferred and was disconnected . Agent retransferred customer for further assistance.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/31/14 AT 19:34:14 [REDACTED]

Customer states that he has not received a call from his CM and customer states that he wants this settled today. Customer states that he has all his records and is going to the local T.V station tonight. Agent informed customer that she will document his call and that the CM will see that he has called.

Customer called back stating he had been hung up on by the previous agent. Customer states she had advised him that it s a legal case and there is nothing else she can do, but did not allow him to speak his mind.

Writer apologized that he was hung up on and advised customer that he could document anything that he would like to have documented.

Customer states that he was upset and wanted to file a complaint, customer states that aside from the Writer, Patricia, and don, he has not been happy, and being hung up on made him very upset and is not proper customer handling.

Writer apologized again and advised that he would talk to his supervisor later when he comes in and advise him, as well as attempt to get some more information on his case.

Customer asked for the writer to ask about a short term rental while they discuss his case and provided his best callback number which is [REDACTED]

Writer advised he couldn t make any problems and would call him after the customer finishes work at 2:30.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N):Y

Customer s current phone number (Daytime):

Customer s email

Any additional information: Customer is requesting a rental vehicle. SM advised customer he needs authorization in order to provide rental.

Writer unable to contact SM to advise contacting business center.

CAIR assigned to 82S for contact request.

Writer contacted customer at and left a message for customer advising him that he notified his supervisor about his complaint and the call will be reviewed. Writer advised customer that a request for callback has been put in on his behalf.

Per OGC Matrix, reassigned to 82T.

Briefly summarize why the customer is contacting Chrysler: customer is expecting a call back ASAP from someone concerning this issue with his vehicle and the rental customer is extremely unhappy and is stating that he is going to bring this complaint to the news and higher up customer kept stating he wanted a call back TODAY tomorrow the latest

Briefly summarize what the customer is expecting: customer is expecting a call back.

Agent advised the customer that agent will document everything he has told me and will do what the agent can about getting him a call back but is not certain that he will get it today that it could take one to two business days.

4/2/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Letter Sent: Denial 04/03/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARGX D	Open Date	03/22/2014	Built Date	12/20/2012
Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
In Service Dt	09/07/2013	Mileage	44,000	Dealer Zone	74 DENVER
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PX8	GLOSS BLACK			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			
Dealer	68250	GO CHRYSLER JEEP SOUTH BROADWAY			
Dealer Address	5445 SOUTH BROADWAY				
Dealer City	LITTLETON	Dealer State	CO	Dealer Zip	80121
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	HIGHLANDS RANCH CO			Country	UNITED STATES

Recall - N65: TRANSMISSION OUTPUT SHAFT - Advise Owner/Incomplete Recall	Customer seeking recall information.
Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default	Customer states that vehicle jumped out of park and front end was damaged
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis-customer feels recall related.
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking N65 recall information.

Briefly summarize what the customer is expecting: Customer expecting to know when recall work can be done.

Customer states that he had vehicle towed into DLR on March 21, 2014.

Customer states that battery was defective and replaced by DLR.

Customer states that DLR did not perform recall repair as he asked.

Writer explained to customer that a 2nd letter would be mailed out the week of March 24, 2014, advising when parts would be available.

Customer understood.

Customer mentioned that he was at a car wash around the end of January or beginning of February, 2014, and the vehicle slipped out of park while the customer was outside the vehicle and rolled into the hitch of another vehicle.

Customer states that there was approximately \$1000.00 damage to his front bumper.

Customer is wondering if this might have been caused as a result of the recall.

Writer advised that a DLR would have to diagnose this.

Writer provided customer with mailing address for recall reimbursement should the damage have been as a result of the recall.

Writer contacted DLR and spoke with SA Jim who agreed to speak to the customer.

Writer transferred customer.

Caller Ron is calling back in as he received the second letter and was advised that he can have this recall completed now.

Caller stated that the contacts at the dealership are SA Chad and SA Jim and the Parts Manager Mike.

(N65) TRANSMISSION OUTPUT SHAFT SAFETY 01/29/2014 INCOMPLETE

N65 - Safety Recall - Transmission Output Shaft
Answer ID 24053

Caller said he was in at the dealership for a diagnosis on the 23rd

Agent called the Parts Department and asked for the parts Manager Mike and he was not in and this agent spoke to the Parts Advisor John and he said that it would take

about a week to get the parts.

PA John said that they could not complete the Recall as the technician was waiting for the software when the customer was in last.

PA John transferred to the Service Department.

Agent asked for the SM Ryan and he said he was having a concern with Ytech and now he has the answer.

SM said he has been trying to call the customer and the customer is not answering.

Agent advised to SM Ryan that the customer is on the other line.

Agent warm transferred caller Ron on the line with the SM Ryan to set up an appointment.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCA1G4	DH		Open Date	03/25/2014	Built Date	01/14/2013
Model Year	2013	Body	LXFT48	CHRYSLER 300 VARVATOS LUX ED FOUR DOOR			
In Service Dt	05/31/2013	Mileage	10,000	Dealer Zone	32	NEW YORK	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	67617	DECOZEN CHRYSLER JEEP CORP					
Dealer Address	665 BLOOMFIELD AVENUE						
Dealer City	MONTCLAIR			Dealer State	NJ	Dealer Zip	07042
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	NEW YORK NY					Country	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	undiagnosed under recall with concern (parts available for dealer order)
Recall - N65: TRANSMISSION OUTPUT SHAFT - Information Request	

Briefly summarize why the customer is contacting Chrysler: Customer called because he arrived home from work and is unable to shift his vehicle into park and found out there is a recall on his vehicle. Customer stated he found out the recall had a symptom of not being able to shift into park. Agent verified customer has recall N65 on his vehicle, per ac 24053, owner letters began mailing and parts available starting 03/24/2014. Agent verified symptoms of the recall are prevent the transmission from being shifted into the Park position, the inability to turn off the engine, an instrument cluster warning lamp illumination, and the vehicle could experience unintended vehicle movement after exiting the vehicle. Customer verified with agent he is experiencing at least 3 of these conditions. Agent spoke to SA Bryan at Manhattan JCD to see what customer could do to shut off the vehicle, SA Bryan was only able to advise that the customer could disconnect the battery but he wasn't sure what else could be done. Agent reviewed ac 24053, and confirmed parts were not initially distributed to dealers and would only be ordered if the transmission output shaft breaks during the test. Customer stated he would bring his vehicle to the dealer today since they are open until 8pm. Agent called dealer back and spoke to SA Sharday to ensure they were aware the customer was coming. Agent advised of the recall customer was coming in regards to and the symptoms of the recall he was experiencing. Agent transferred customer to speak to SA Sharday for further assistance. Agent ensured SA Sharday was aware that parts were not initially distributed and were ordered only if the transmission output shaft broke during testing.

**

Briefly summarize what the customer is expecting: recall information

*

undiagnosed under recall with concern (parts available for dealer order)

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXJG9	Open Date	04/21/2014	Built Date	09/29/2012
Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
In Service Dt	10/04/2012	Mileage	50,000	Dealer Zone	42 DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			
Owner				Contact Type	LETTER
Address				Home Phone	
	CHAMPAIGN IL		Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	N65 recall concerns.
Dealer - By-Pass - Default - Default - Default	N65 recall concerns.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Went out of park and rolled into a tree.
Product - Unknown - Unknown - Accident - Single Vehicle Rollover	

Briefly summarize why the customer is contacting Chrysler. Michelle calling in regards recall N65. They have 7 vehicles in their fleet all 2013 Charger AWD. They have been experiencing the same issues as the N65 with the transmissions in several of their vehicles.

The VIN# DH slipped out of part and rolled down a driveway and hit a tree. They have had a couple other drivers with the same concerns VIN# DH is currently at Arlington Auto Center 1424 Banksville Rd, Pittsburg PA 15216

Michelle also has a call into their Chrysler rep but they have not heard back as of yet. Randy Dusek.

Champaign IL

Briefly summarize what the customer is expecting. Customer is calling to see if the vehicles are part of the recall as they have been experiencing this issue with several of them. Checked the VIN and advised this vehicle does not show the recall. Informed I would like to escalate their concerns to our Fleet department for further assistance.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Customer email address for case updates:

Customer contact person:

Champaign IL

Reassigned to 88I

CONTACT UPDATE - 1st Contact Email

Status update provided via email to the following email address:

Vin #2C3CDXJG9 DH

Case

Hello, my name is Lisa and I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have.

Your case number is

Chrysler Case Management telephone number is 1-800-763-8422.

My direct extension is 66008.

My work hours are 6:00-2:30 pm Mountain Standard Time Monday-Friday.

I will contact you by email to review your case with you.

Thank you,

Lisa

Chrysler Fleet Customer Care

End of Status Update

Writer requested guidance form T/L if case should be sent to 82S .

Writer received approval to send case to 82S

**t forward to the proper group for handling. Indicate they should hear back within 1-2 business days by phone or mail.

Status update provided via email to the following email address:

Vin #2C3CDXJG9 DH [REDACTED]

Ms. [REDACTED]

Your case has been escalated to our Speciality Department your new case manager will be contacting you in the next two days by phone or email. We apologize you are experiencing this , thank you for your patience.

Lisa

End of Status Update

***The VIN# DH [REDACTED] slipped out of part and rolled down a driveway and hit

a tree

04.22.14 >>> CALL FLEET ANALYST WITH FINDINGS

VEHICLE LOCATED AT:

Arlington Auto Body

1424 Banksville Rd

Pittsburgh, PA 15216 _

(412) 563-6000

Per OGC Matrix, reassigned to 82t for their review and handling. MG17

4/22/14 ASSIGNED TO TNT16. PAG _

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-22-2014 15:25

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-22-2014 15:25

POSTMARK DATE: 042214; DATE RECEIVED: 042214

UPDATE - Driver is [REDACTED]

CCRG Open Date: 04/22/2014 14:21:17

Letter Sent: Acknowledgement 04/23/2014 10:04:20

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/28/14 AT 04:21:59 [REDACTED]

04.30.14

Fleet Michelle Hire calling for status 217-402-9824

Per OGC Matrix, reassigned to 82t for their review and handling. MG17

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

4/30/14 UPDATED CCRG FILE & CASE MANAGER. PAG

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/01/14 AT 10:15:23 [REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/01/14 AT 12:06:19 [REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

05.02.14

Fleet [REDACTED] calling for status [REDACTED]

Per OGC Matrix, reassigned to 82t for their review and handling. MG17

5/5/14 UPDATED CCRG FILE & CASE MANAGER. PAG _

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/07/14 AT 15:40:18 [REDACTED]

Letter Sent: Denial 05/09/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXJG5	DE	Open Date	04/23/2014	Built Date	10/15/2012
Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
In Service Dt	10/18/2012	Mileage	15,000	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	29911	STEVE VASKO INC / AT & T				
Dealer Address	P O BOX 11400					
Dealer City	PITTSBURGH			Dealer State	PA	Dealer Zip 15238
Owner					Contact Type	LETTER
Address					Home Phone	
	BERWYN PA				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default

Fleet / vehicle has jumped out of gear and several occasions - asking for an inspection of system

04.23.14

Vesuvius

Champaign, IL

VEHICLE LOCATED AT: RESIDENCE

MR & MRS

BERWYN PA

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, DRB CODES, POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, MG17

CAIR NUMBER REQUEST EAA INSPECTION 04-23-2014 09:09

CAIR NUMBER E-MAIL SENT TO EAA 04-23-2014 09:09

5/15/14-Customer is still out of town.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/02/14 AT 04:18:45

06.06.14

Reviewed EAA report and photos

No problems found with shift/linkage

Sending dictated letter explaining roll from park

POSTMARK DATE: 060614; DATE RECEIVED: 060614

LETTER MAILED. MG17

Customer Assistance Inquiry Record (CAIR)#
2

VIN	2C3CCAAG6EH	Open Date	04/28/2014	Built Date	08/15/2013	
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN		
In Service Dt	03/31/2014	Mileage	1,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	66605	TUPELO AUTO SALES LTD				
Dealer Address	1608 SOUTH GLOSTER					
Dealer City	TUPELO			Dealer State	MS	Dealer Zip 38801
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WATER VALLEY MS				Country	UNITED STATES

Corporate - Recall - Default - Default - Default

recall n65 information

Briefly summarize why the customer is contacting Chrysler: David from Guide One Insurance called for the customer. He states the vehicle was parked and rolled down a hill. He states he was reading the n65 recall and wants more information. Agent advised the recall does not apply to this vehicle. He states it is having the same issues. Agent advised if the recall is expanded and this vehicle is added in the future there is a possibility of reimbursement. Agent advised since he is involved there isn't anything we are able to help with besides documenting the issues. David ended the call.

Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG2	CH		Open Date	05/01/2014	Built Date	02/17/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	03/18/2012	Mileage	30,200	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	60539	AVENTURA CHRYSLER JEEP DODGE RAM					
Dealer Address	2198 NE 163RD ST						
Dealer City	NORTH MIAMI BEACH			Dealer State	FL	Dealer Zip	33162
Owner						Contact Type	LETTER
Address						Home Phone	(3)
	NORTH MIAMI FL					Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default

Dealer - By-Pass - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default

POSTMARK DATE: 042414; DATE RECEIVED: 050114

Owner submits a mvdn to Chrysler via certified mail and received on 5-5-2014. The packet also includes a copy of information sent to the state attorney generals office. The owner states problems have included the gear selector stuck in park, the back up camera stopped working, the trunk opens randomly and a problem with intake of fuel. This is a request to replace this vehicle under the state guidelines. This file will be forwarded to the bc for further review and handling.

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 5/6/14*****

SEE ABOVE CONCERNS.

050614 rvw attempted to contact owner. got vm. lm acknow receipt of mvdn and req owner call writer to review owner concerns with veh and, if necessary, to set up appt for Chrysler's inspection/repair at either Aventura CJDR on May 29 or Arrigo DCJ Sawgrass on May 23. writer recd call back via vm at 1:04 pm. writer returned call. got vm. lm acknow req owner return call.

writer recd call back from Dorothy. reacknow receipt of mvdn. owners concerns are:

(1) intermittently when stopping at stop light, owner hears beep indicating trans shifted into different gear and finds trans selector lever has moved from drive to neutral

(2) at times radio controls on backside of steering wheel not responsive when trying to change station or volume

writer scheduled owner to drop off vehicle to Aventura CJDR by 8:30 am on May 29 for Chrysler rep to oversee inspection/repair. alt trans to be provided as customer goodwill gesture for duration of inspection/repair. dlr instructed to include the following explanation in the claim narrative as justification: 'lemon law rental approved in cair

'. writer advised ta/asm/sm of the above. appt letter sent to owner as confirmation.

appt pending

appt pending

apptpending

052914 writer spoke with sa. veh at dlr. owner in rental.

ta update: found code for steering control module related to shift concern. utd radio issue but may be related to steering control module. repl steering control module.

053014 writer spoke with sm. sm reports part recd. to initiate the repair.

060214 writer lm for sm to call writer with update.

060314 writer spoke with sm. sm reports returned veh to owner. to email copy of ro and rental inv to writer. follow up letter sent.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAGGX	DE		Open Date	05/12/2014	Built Date	11/13/2012
Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN			
In Service Dt	04/24/2014	Mileage	710	Dealer Zone	74	DENVER	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PBG	GLACIER BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	43453	PUEBLO DODGE INC					
Dealer Address	2147 HIGHWAY 50 WEST						
Dealer City	PUEBLO			Dealer State	CO	Dealer Zip	81008
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	FOUNTAIN CO					Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default	
Product - Unknown - Unknown - Accident - Default	

Took vehicle to Pueblo Dodge and talked with the SM. Customer states they were at a restaurant and while they were inside the car rolled out of its parking spot into another vehicle. The customer told the SM, Mike Minnick that they thought through their research on the internet that Recall N65 applied. SM and AM verified that vehicle is NOT part of that recall. The vehicle currently is at the dealership to be checked out but it is driveable. AM advised SM to tell the customer to submit it to her insurance co. SM states the customer said the vehicle was in park but they did not have parking brake set.

AM forwarding to Special Investigations. Liz Brenner 303-514-1551

VEHICLE IS LOCATED AT:

PUEBLO DODGE CHRYSLER JEEP RAM CJDTR

2147 HIGHWAY 50 WEST PUEBLO CO 81008 719-545-6666

Per OGC Matrix, reassigned to 82T.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/12/14 AT 16:17:45

5/13/14 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 05-13-2014 09:37

CAIR NUMBER E-MAIL SENT TO EAA 05-13-2014 09:38

CCRG Open Date: 05/12/2014 15:56:23

Letter Sent: Acknowledgement 05/14/2014 10:31:46

SM called AM, said customer contacted him today to tell him they are supposed to bring their vehicle to the dealership for special investigations 6-3-14 and they were referred to the SM to get a rental car. SM advised he will be out of the office that day. AM approved a rental for the customer for the inspection. SM concerned because an appointment was made with the customer at the dealership without involving him. SM has a phone contact for the investigators from a previous phone call and will let John know he will not be there that day.

Liz Brenner

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/05/14 AT 16:46:10

Letter Sent: Denial 06/09/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG8	DH	Open Date	05/13/2014	Built Date	01/16/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	01/26/2013	Mileage	42,434	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	49944	MAROONE D/NATIONAL				
Dealer Address	8600 PINES BLVD					
Dealer City	PEMBROKE PINES			Dealer State	FL	Dealer Zip 33024
Owner					Contact Type	TELEPHONE
Address	F				Home Phone	
	ATLANTA GA				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	
Product - Unknown - Unknown - Accident - Default	

Per ELCO File No. 5085690:

According to the Renter, he had parked at a restaurant off Hwy 78 in Douglasville, GA. He left the engine running, but locked the doors and went into the restaurant to pick up a to go order. He had to wait 7-10 minutes for the order. After about 5-6 minutes, he received a call from a 911 operator asking if he knew where his car was. He said that he did, then went outside to check. The car was not in the parking space. It had rolled backwards across Hwy 78 and sideswiped another parked vehicle. He is adamant that the vehicle was in park when he exited the vehicle. When the police arrived at the scene, they had to unlock the vehicle with a -slim jim-. The officer noted to the Renter when he arrived, that the vehicle was not in park.

VEHICLE IS LOCATED AT:

ABRA - , Fayetteville, GA
phone -

@ to set up inspection arrangements.

Per OGC Matrix, reassigned to 82T.

5/13/14 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 05-13-2014 11:55

CAIR NUMBER E-MAIL SENT TO EAA 05-13-2014 11:55

CCRG Open Date: 05/13/2014 11:19:46

Letter Sent: Acknowledgement 05/14/2014 10:57:34

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/29/14 AT 17:47:26

Letter Sent: Denial 06/04/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG8	DH	Open Date	05/22/2014	Built Date	10/11/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	10/16/2012	Mileage	1	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	49967	CHAMPION CJD/WHEELS INC				
Dealer Address	P O BOX 769					
Dealer City	ZION			Dealer State	IL	Dealer Zip 60099
Owner					Contact Type	LETTER
Address					Home Phone	
	CHAMPAIGN IL				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Dealer - By-Pass - Default - Default - Default

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

Mark,

I just received the attachment below from Wheels, our leasing company. They were notified of an accident with one of my drivers that happened today. If you open the attachment, you will see that again, it is a 2013 Dodge Charger that rolled away after being placed in park and while idling and it struck a pole. This can not be a coincidence that this keeps happening on 2013 Chargers when I have never had a car roll away while idling since I began working with the Vesuvius car program in 2003. I just spoke to the driver and he said that the guy that towed his vehicle said that there are problems with the Chargers drifting out of park, so even he knew about this problem.

What do I need to do for this accident? Call the Chrysler number again?

Michelle

VEHICLE LOCATED AT:

Maaco Collision Repair & Auto Painting

6623 Greenfield Drive Northwest

North Canton, OH 44720

(330) 497-3355

Per OGC Matrix, reassigned to 82t for their review and handling. MG17

5/22/14 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 05-22-2014 14:09

CAIR NUMBER E-MAIL SENT TO EAA 05-22-2014 14:09

POSTMARK DATE: 052214; DATE RECEIVED: 052214

POSTMARK DATE: 052214; DATE RECEIVED: 052214

CCRG Open Date: 05/22/2014 13:56:20

Letter Sent: Acknowledgement 05/23/2014 09:03:27

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/31/14 AT 13:42:55

Letter Sent: Denial 06/04/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG5	CH		Open Date	06/02/2014	Built Date	11/22/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	01/31/2012	Mileage	27,000	Dealer Zone	35	WASHINGTON	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PRY	REDLINE 3 COAT PEARL					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	08916	BAUGHER MOTORS INC					
Dealer Address	37 BERLIN STREET						
Dealer City	CODORUS			Dealer State	PA	Dealer Zip	17311
Owner						Contact Type	TELEPHONE
Address						Home Phone	
BETHANY BEACH DE						Country	UNITED STATES

Recall - M08: GEAR SHIFT INDICATOR LIGHT BRIGHTNESS - Advise Owner/Incomplete Recall	Agent advsied owner of incomplete recall.
Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall	Agent advsied owner of incomplete recall.
Recall - M30: REPROGRAM PCM AND TCM - Advise Owner/Incomplete Recall	Agent advsied owner of incomplete recall.
Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall	Agent advsied owner of incomplete recall.
Product - Drivability - Unknown - Sudden Acceleration - Default	Customer states vehicle was Parked and went into gear and hit a tree
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he just wanted to bring up to CAC that there is a safety concern he has with his vehicle. Customer states that he wants to speak with someone about this concern.

Briefly summarize what the customer is expecting: Customer is seeking to have his possible safety concern documented.

Agent apologized and states that they will be able to assist in helping him document down his safety concern.

Customer states that he parked his vehicle, got out and across the road, and then his vehicle started rolling a hit a tree. Customer states that he contacted his dealer, but they could not be bothered. Agent apologized and states that they definitely want to have their concerns documented down, and apologized.

Customer states that he is seeking NHTSA phone number and mailing address as he finds that it is a safety concern, but just wants to have this documented down.

Agent advised customer that NHTSA contact info would be:

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590
1-888-327-4236

Customer understood, and thanked the agent.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG8	CH		Open Date	06/10/2014	Built Date	10/17/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	02/11/2012	Mileage	31,000	Dealer Zone	32	NEW YORK	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PX8	PITCH BLACK					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	41985	DUROCHER AUTO SALES INC					
Dealer Address	4651 ROUTE 9						
Dealer City	PLATTSBURGH			Dealer State	NY	Dealer Zip	12901
Owner						Contact Type	TELEPHONE
Address						Home Phone	
ELLENBURG DEPOT NY						Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Engine turned out without key
Product - Drivability - Unknown - Sudden Acceleration - Default	Engine turned out without key
Product - Engine - Unknown - Other - Default	Engine turned out without key
Corporate - Property Damage - Default - Default - Default	
Product - Electrical - Remote/Key Fob - Default - Default	
Product - Electrical - Starter - Other - Default	
Product - Unknown - Unknown - Accident - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Lisa from Durocher Auto sales calling on behalf of the customer. Lisa states the customer went to work locked her door and took her keys inside with her. Lisa states 20 minutes later people were screaming at the customer that her vehicle was moving, Lisa states the engine was on and all the doors were locked. Lisa states the customer advised that there is a lot of front end damage as it hit a truck. Lisa states the car was in park because she wouldn't have been able to take out the key. Lisa states she's going to advise the customer to bring the vehicle to their dealership however they wont be able to do any repairs until special investigations looks at the car.

Briefly summarize what the customer is expecting:

Customer wants to know what's going to happen next

Agent Advised:

That this will be sent to special investigations. Agent advised to allow

3 ? 5 business days to hear any updates on the file.

Agent provided CAIR # for future reference

1. Who is calling and what is their contact information?

Preferred

Alternate

2. What happened?

Vehicle was in park, and the engine turned on and started moving towards the place of business

3. What is the current location of the vehicle?

Vehicle is currently at the customers place of work, however the dealership is going to advise her she can bring the vehicle to Durocher Auto Sales Inc

Customer called back to say that she does not want to take it to DUROCHER she is going to call and see if she can take the vehicle to S AND S AUTO in Malone, NY, Phone number: 518-483-2500. Agent advised customer that when she decides where she wants to take the vehicle she will have to call and let us know what dealership it is at and the location.

SM Lisa called to say that her District Manager informed her that since

there is a Special Investigation going on then the dealership is not to touch the vehicle until it has been inspected. Agent advised SM Lisa that it will be noted on the case.

VEHICLE IS LOCATED AT:

DUROCHER AUTO SALES INC CJDTR

4651 ROUTE 9 PLATTSBURGH NY 12901 518-563-3587

Per OGC Matrix, reassigned to 82T.

6/11/14 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 06-11-2014 10:47

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 06-11-2014 10:48

CCRG Open Date: 06/11/2014 10:40:03

Letter Sent: Acknowledgement 06/13/2014 08:17:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/17/14 AT 17:18:25 [REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Customer contacted in. Customer stated that she wanted an update on her case. Agent informed customer as per line 50 that a letter has been sent.

Customer is seeking to know what she needs to do next. Customer is seeking a call back. Customer states that is working with the insurance company.

Reassigned to 82S.

Per OGC Matrix, reassigned to 82T.

6/23/14 UPDATED CCRG FILE & CASE MANAGER. PAG _

Letter Sent: Denial 06/23/2014

Customer contacted backin seeking to speak to her someone about this issue. Agent advised customer that there has been a letter sent out on 06/23/2014. Customer understood. Agent advised customer that unfortunately she will have to wait for that letter to come in the mail and that it contains what she should do next. Customer understood and thanked agent.

Customer seeking call back. Customer believes the investigation was too short to be thorough, and states that 5 people, along with herself, watched the vehicle move 150 ft by itself and hit the building. Customer would like to speak with someone about this issue further. Customer states she has already contacted her attorney and her insurance company but is seeking further guidance with us.

Reassigned to 82S.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Per OGC Matrix, reassigned to 82T.

7/1/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG9	DH	Open Date	07/07/2014	Built Date	10/09/2012
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	02/11/2013	Mileage	37,240	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	67753	TYSON MOTOR CORPORATION				
Dealer Address	1 SW FRONTAGE RD					
Dealer City	SHOREWOOD			Dealer State	IL	Dealer Zip 60404
Owner					Contact Type	LETTER
Address					Home Phone	
	NEW LENOX IL				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	check for recalls
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	
Product - Unknown - Unknown - Accident - Default	

Customer called stating that she parked her car in her driveway, and a few minutes later she found it rolling into her bushes. Customer states that the vehicle did sustain some damage. Customer states that the driver side mirror was broken and there are scratches and dents on the front bumper. Customer states that she called insurance company and will be taking it a body shop for repairs. Customer states that this is the same issue as other Chrysler 300s have a recall for.

Agent transferred caller to dealer to set up an appointment for diagnosis. TYSON MOTOR CORPORATION Dealer Phone : 815-741-5530.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If Reassigned to 88F

Customer called in again after speaking with Tyson Motor Corporation.

Customer spoke with their insurance company and vehicle is going to a body shop this morning. This case should be assigned to 82S.

***** CASE MANAGER TEAM - District P *****

In Warranty Basic 19 Months or 16,185 Miles

Powertrain 43 Months or 80,185 Miles

MVP AUTO APPEARANCE CARE PLUS - 5 YEARS \$0 D

5 YEARS / 60,000 MILES - \$100 DEDUCTIBLE

3 New 1 Used

Status update provided via email to the following email address:

Hello, my name is Shaunna, and I have been assigned as your case manager.

This email is confirmation that your case, was successfully

escalated to me. After I review the details of your case, I will be

calling you at your preferred number, within the one

business day as promised. My office hours are 7:30 am 4:00 (Mountain

Time). My contact information is 800-763-8422 Ext. 66284. If your

preferred telephone number mentioned above isn't correct, please reply with the correction.

You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation.

End of Status Update

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66284. The reason for the customer contact was to provide or request the following information: Follow up to define expectations and how to further assist customer in resolving vehicle concerns. Next follow up is 7/10/14.
DEALER 815-741-5530 CM spoke with SM Joe and he reported informing customer CAC would need to place this incident under special investigation. SM also noted CAC level 1 had transferred customer to him and did not provide an introduction to SM. Number on his phone indicated CAC and was surprised to talk with customer without any warning.
Status update provided via email to the following email address:

██████████
Hello, my name is Shaunna, and I have been assigned as your case manager. This email is confirmation that your case, ██████████ was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, ██████████ within the one business day as promised. My office hours are 7:30 am 4:00 (Mountain Time). My contact information is 800-763-8422 Ext. 66284. If your preferred telephone number mentioned above isn't correct, please reply with the correction.
You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation.
End of Status Update

CUSTOMER ██████████. CM contacted customer and inquired how to assist with resolving customer issues. CM inquired about expectations and customer noted:

1. Vehicle concerns with doors locking without initiating steps to lock doors using the key or manually.
 2. Vehicle is jammed in park and customer cannot get it out of gear.
 3. Customer wants these issues resolved because she takes vehicle in for maintenance and tells dealer about issues and dealer is never able to address concerns as issues for repair, and customer wonders if they caused/related to her accident.
 4. CM resent contact email because customer said she did not get it.
- CM also reported speaking with dealer and SM Joe also told customer case would be transferred to special investigation, and CM also noted the say information to customer.

VEHICLE IS LOCATED AT:
TYSON MOTOR CORPORATION CJDTR
1 SW FRONTAGE RD SHOREWOOD IL 60404 815-741-5530

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, SCAN TOOL CODES POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION.
THANKS.

CAIR NUMBER ██████████ REQUEST EAA INSPECTION 07-10-2014 14:52
CAIR NUMBER ██████████ E-MAIL SENT TO EAA 07-10-2014 14:52

Inspection delayed by body shop repairs.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/21/14 AT 04:20:42 ██████████

Reviewed report and photos. No manufacturing responsibility. Dictated letter.

POSTMARK DATE: 072314; DATE RECEIVED: 072314
LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG8	EH	Open Date	07/07/2014	Built Date	08/23/2013
Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN		
In Service Dt	02/27/2014	Mileage	7,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PR3	TORRED				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45144	WRIGHT CHRYSLER DODGE JEEP				
Dealer Address	1858 TENAHA ST					
Dealer City	CENTER			Dealer State	TX	Dealer Zip 75935
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	TENAHA TX				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer was in an accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that her vehicle got in an accident. Customer stated that her husband left the car running and went into a restraint and the vehicle went into reverse all by itself and backed up into a diesel filling truck that was parked. Customer stated that they have the video from the restaurant to show what happened. Customer stated that the air bags did not deploy.

Briefly summarize what the customer is expecting: Customer is expecting to document what happened to the vehicle.

1. Who is calling and what is their contact information?

Preferred:

Alternate:

2. What happened? Customer stated that her husband left the car running and went into a restraint and the vehicle went into reverse all by itself and backed up into a diesel filling truck that was parked.

3. What is the current location of the vehicle?

TENAHA, TX

UNITED STATES

Per OGC Matrix, reassigned to 82T.

7/9/14 ASSIGNED TO LSE6. PAG

CAIR NUMBER REQUEST EAA INSPECTION 07-09-2014 10:37

CAIR NUMBER E-MAIL SENT TO EAA 07-09-2014 10:38

CCRG Open Date: 07/09/2014 10:04:27

Letter Sent: Acknowledgement 07/10/2014 13:44:11

Customer is calling to seek an update on the case as she has been waiting a week now for a callback. Agent called DLR 45144 to find an update. SA Chris informed agent that they are also waiting for the investigator for an update. Agent relayed information to customer that as of right now there is no updates, but she will receive word once an update is available.

Letter Sent: Denial 07/24/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG6	DH	Open Date	07/07/2014	Built Date	08/06/2012
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	08/06/2012	Mileage	40,000	Dealer Zone	74	DENVER
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	66613	QUALITY MTRS OF INDEP INC				
Dealer Address	2022 W MAIN ST					
Dealer City	INDEPENDENCE			Dealer State	KS	Dealer Zip 67301
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LENAPAH OK				Country	UNITED STATES

Product - Fuel System - Unknown - Poor Fuel Economy - Default	More fuel usage than expected
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Vehicle reversed on its own
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Vehicle, while in park rolled backwards into another vehicle.
Product - Unknown - Unknown - Accident - Default	Vehicle, while in park rolled backwards into another vehicle.
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he placed vehicle into park, got out and then the vehicle rolled backwards on its own into another vehicle. Customer states that this caused damage to his and the other persons vehicle. Customer states this accident occurred on December 19, 2013. Customer states that he is going to small claims court, with a representative from Chrysler tomorrow. Customer seeking information on error codes P0864 and P1086-14.

Briefly summarize what the customer is expecting: Agent spoke to SA Chris at dealer code 66613. SA states the customers RO #, which states that they find, tested shifter operation its fine. SA states that they tried to duplicate the issue, with the scan tool came up with a diagnostic trouble code, and a possibly a transmission code.

SA states that the found software issue and possibly needs to be updated. Does not have the technician is not there anymore.

1. Who is calling and what is their contact information?

Preferred:

Alternate:

2. What happened? Customer states he placed vehicle into park, got out and then the vehicle rolled backwards on its own into another vehicle. Customer states that this caused damage to his and the other persons vehicle. Customer states this accident occurred on December 19, 2013. Customer states that he is going to small claims court, with a representative from Chrysler tomorrow. Customer seeking information on error codes P0864 and P1086-14.

3. What is the current location of the vehicle? In the customers possession

Customer called inquiring a Star case code that she was given from Chris the SA at the DLR. Writer called the DLR inquiring about the Code. Chris advised writer it coincides with the error code that was showing on the diagnostic. Customer disconnected quickly with writer because SA Chris was calling her on her cell with answers to other questions the customer had left him with earlier.

REsponded to TA & AM by email.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

1. Who is calling and what is their contact information?

Preferred:

Alternate

2. What happened? Customer states that he is calling in because he has not heard from a 'Kyle' who is Chrysler representative on a case that was open. The customer states that they go to court on Tuesday unless the issue is resolved. The customer states that there is now a new code because the codes that were entered before were wrong. The new code is P1C86. The customer states that he wanted to know where Chrysler was in regards to the situation and how it was going to be fixed. Agent advised that the case would be reassigned back to the department who was handling the case so that they could assist further.

3. What is the current location of the vehicle? n/a

Chrysler is not going to assist the customer in his efforts to sue us.
file closed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG7EH	Open Date	07/08/2014	Built Date	04/12/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	06/06/2014	Mileage	470	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	60009	CENTRAL FLORIDA CHRY JEEP DODGE			
Dealer Address	8675 COMMODITY CIRCLE				
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32819
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	KISSIMMEE FL		Country	UNITED STATES	

Dealer - Sales - Transaction - Deceptive Advertising - Default	Advised incorrect information about the financing
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	The vehicle is slipping out of park

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: The customer called in as her vehicle is currently at the dealership. The customer states that her vehicle would not stay in park randomly. The customer states it happened Thursday. The customer states the vehicle was in park and the vehicle was continuing to roll backwards. The customer states that she took the vehicle there Saturday morning to have someone take a look at it. The customer brought this morning. The customer states that the vehicle has not yet been diagnosed. The customer was shuttled home. The customer states she has another concern. The customer states that her credit was not very good. The customer states she told them that when she purchased the vehicle. The customer was given an exhilarated program through financial. The customer owes money on her other car as she owns two. The customer states she told the dealership that she still has a car note on the other car. The customer was informed that she just needs to pay for this vehicle through this program and for the first few months she would pay more money. The customer states that she starting getting denial letters for loans through banks. The customer states when she went in Saturday she spoke to the financial dept. And they told her everything was fine. The customer states that the credit union told her they should have given her a proposal to purchase the vehicle. The customer went to Central Florida Loan where this was financed through. The customer states she was told that there is no way they would finance the vehicle.

The customer is waiting for a call from the Sales Manager in regard to her financing.

The vehicle still needs to be diagnosed for the issue with the transmission.

The customer states she was told by the dealership that there have been other vehicles having problem with the transmission slipping.

Briefly summarize what the customer is expecting: The customer is calling in about repair on vehicle

Agent is sending the file up for survey bypass - diagnosis not completed on vehicle.

Customer called stating the vehicle did the issue again not staying in park. She tried to call the DLR to see if she can get the vehicle back in. Writer called DLR and got SA on the line and transferred customer. Customer states the dealership could not look at the vehicle until late next week. Agent stated she can have the vehicle diagnosed at any Chrysler dealership. Customer is going to look into the dealership near

her work in order to drop off the vehicle and get a diagnoses. Agent stated to contact CAC back after diagnoses if she required any further assistance.

Briefly summarize why the customer is contacting Chrysler: Customer is calling in seeking assistance in making a complaint on the dealer. Customer states that she had brought her 2005 vehicle into the dealer for service on the struts. Customer states she was looking in the showroom to pass time waiting for her vehicle. Customer states that she was approached by a SA. Customer advised him she was just looking as she had bad credit due to previous medical bills. Customer states that the SA states that it was fine that her credit was not the best that they had a program called the exhilarated program through the Central Florida credit union which would mean she would make the payments for 6-8 months and then be refinanced with a lower payment. Customer states that until the 6-8 months she would be financed with Chrysler. Customer states that she had asked about the trade in value on the 2005 300 and was advised that she owns too much on the vehicle for it to be a trade. Customer states that the SA had asked her if there was anyone that could take over the car. Customer states that she advised him that no the only family she has here is her son who is 18 and just moved out so he can not afford it. Customer states that she asked if she could just return the older vehicle. Customer states that at the time no one told her that it was a bad idea. Customer states that she signed all the papers and the papers states that she is financed through Chrysler. Customer took both vehicles home and then a week later she started receiving letters in the mail stating she was denied for financing from Ally, Chrysler, And other credit unions. At this point the customer states that she had went in to her local credit union to speak about the 2005 and turning it in. Customer states that the advisor advised her that it would be considered a repossession if she turned the vehicle. Customer states that she went to the Central Florida credit union and was advised that they do not have a exhilarated program and with her credit they would not have financed her for a vehicle. Customer states that the new vehicle had the issues with the vehicle being in park and rolling back. Customer went into the dealer and was advised by the finance manager Temo, SA Kevin that they were under the impression that she was giving the vehicle to her son. Finance manager Temo advised her that she was financed through Santandar and it was a part of Chrysler. Customer states she then called Santandar and was advised that they do not refinance. Customer states that the both Temo and Kevin at the dealer advised her that she was mistaken and will not admit to anything. Customer states she has called 22 times and they have not returned her calls. Customer states that she is working with the Sales Manager Charlie but he is not returning her calls. Customer states that she is paying \$1,200.00 in car payments. She can not afford to pay both cars and her mortgage.

Briefly summarize what the customer is expecting: Customer is expecting to make a complaint on the dealer.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis

Agent tried to contact the dealer but was not able to get SM Charlie or anyone on the line.

Agent advised the customer that agent would like to speak to SM Charlie and see if he is able to provide any assistance. Agent advised the customer that agent has fully documented the complaint.

Reason for Dealer Contact: speak to Sales Manager Charlie for red letter
Dealer Code: 60009 CENTRAL FLORIDA CHRY JEEP DODGE

Dealer Personnel Required: Sales Manager Charlie

Customer s Preferred Method of Contact: phone

Customer Phone Number (Morning): [REDACTED]

Customer Phone Number (Evening): [REDACTED]

Customer Email address: [REDACTED]

Reason for assigning to Resolution Team: was not able to speak to Sales Manager Charlie

Assigned to 86T

.
Sales complaint based on the financing

.
DEALER CONTACT: CENTRAL FLORIDA CDJ, | 60009, | 407-351-9940:
Sale Manager Dan:

Dan advised agent to speak to the finance department regarding her complaint. Dan states this needs to be directed to the Finance, Business

Manager directly. Dan state they only take care of sales and the Finance people take care of the financing only.

Business Manager Kevin:

No answer, provided the following: vin, cair, rep. name, and return contact 877-759-5427 ext 4718378.

Status update provided via email to the following email address:

[REDACTED]:

This message is to let you know, I am actively working your file in regards to your 2014 Chrysler 300. Currently we have no new information for you. However, once we have obtained the information and or resolution for you, I will be calling you to let you know.

Case ID: [REDACTED]

877-759-5427 extension 4718378

Thank you for your patience.

Sincerely,

Nick

Chrysler Customer Care

End of Status Update

DEALER CONTACT: CENTRAL FLORIDA CDJ, | 60009, | 407-351-9940:

Business Manager Kevin Bolan:

Kevin answered the phone, he took the cair and agent s contact details stating he will look into this further and speak to the other managers regarding the customer s concerns outlined in the case. Kevin states he will call the agent right back after he has attained a resolution.

MESSAGE FROM CUSTOMER: 7/29 @ 2:20 pm

Customer called seeking to speak to the agent

CUSTOMER CONTACT: [REDACTED]:

No answer, provided the following: cair, rep. name, and return contact 877-759-5427 ext 4718378.

Customer called in stating that she was very scared that yesterday in a parking lot she put her vehicle in park and it rolled backwards again and nearly hit people behind him. Writer advised customer of emergency brake and that if her vehicle comes out of park which does need to be addressed but if she does not have her emergency brake on and the vehicle hits someone then she is at fault. Customer stated she did not know that information and stated she will now do that. Writer advised customer of STAR. Writer advised customer to bring vehicle back to dealership for a diagnosis and to call Chrysler back for Chrysler to talk to the dealership about the diagnosis and see if STAR can be looked into.

Customer thanked writer. Call ended.

Customer called asking to speak to the CM Nick. Agent transferred the call to ext 4718378 to leave a VM as he did not answer the first time of calling the extention.

MESSAGE FROM CUSTOMER: today @ 10:36 am

Customer called to speak to the agent

CUSTOMER CONTACT: [REDACTED]:

No answer, provided the following: cair, rep. name, and return contact 877-759-5427 ext 4718378.

Agent also advised customer if she is experiencing a mechanical concern such as the issue listed in lines 145-155 to bring her vehicle in for a diagnosis. Agent will follow up with dlr service 8/04.

.

Customer needs to have her new concern diagnosed at the dealer.

.

Customer seeking to speak to her case manager. Writer transferred the customer as per line 163.

MESSAGE FROM CUSTOMER: today @ 3:08 pm

Customer states she has been having her mechanical concerns but she wants the agent to address her concerns with the payments and the financing that had occurred on the day of sale. She is seeking to have her deal unwound and for the dealer to take this vehicle back so they can move on. She also states the original contract had been altered after she signed the papers.

CUSTOMER CONTACT: [REDACTED]:

Agent advised the customer that we have attempted to speak to the dealer and they have not responded and we now will be sending her concerns to the BC and dealer owner. We here at Chrysler take all of these complaints seriously and we will be escalating your concern to the Chrysler Business Center and the Dealer will be notified of this issue. There will be an internal invitation regarding your complaint. Thank you for taking the

time to bring this to our attention, this action is best suited for your concerns.

.

Agent to draft the Red Letter.

.

Customer was advised that their concern is being forwarded for review.

Confirmed customer s contact information.

Preferred method of contact:

Preferred contact number: [REDACTED]

Customer s concerns were reviewed with:

Servicing Dealer: CENTRAL FLORIDA CDJ, | 60009

Spoke with: (Business Manager Kevin Bolan)

(Business Manager Kevin Bolan) states that: he was to get back after two attempts, this concern is to move ahead and notify BC and DP.

Assigned CAIR to 86L

**** Dealer Notification Sent ****

Notification sent to Dealer Principle and Business Center

Returned case to KC534 for next step

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG7EH	Open Date	08/07/2014	Built Date	04/12/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	06/06/2014	Mileage	1,300	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	45155	NAPLETON'S SOUTH ORLANDO		CHRYSLER-JEEP-DODGE	
Dealer Address	1460 E OSCEOLA PKWY				
Dealer City	KISSIMMEE		Dealer State	FL	Dealer Zip 34744
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	KISSIMMEE FL			Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Vehicle rolls back after being placed in park
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	customer states that the transmission is having ongoing issues

Reference #

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she is still having ongoing issues with the transmission and she states that her vehicle is currently at the dealership. Customer states that this issue has now happened 6 times and she is scared to drive this vehicle.

Briefly summarize what the customer is expecting: Customer is expecting to get the issue resolved.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?

Napleton s 45155

Reassigned to 88F

***** CASE MANAGER TEAM - District V *****

Hello, my name is Coralie and I have been assigned as your case manager.

This email is confirmation that your case, , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number ,no later than Tuesday August 12th. My office hours are 10:00AM 6:30PM Mountain Time. My contact information is 800.763.8422 EXT 66058. If your preferred telephone number mentioned above isn t correct, please reply with the correction (please ignore the system generated message below).

Customer called in stating that she was under the impression that someone would be in contact with her today by the end of the business day.

- Customer stated that they have not yet heard anything

- Agent advised the customer that we see that her CM has sent out a voice mail and that it does have her contact information.

- Agent transferred customer to CM voice mail as requested

Writer received call from 1.5 requesting CM speak to customer. Writer contacted CH1150. CM states no updates at this time and she will call customer.

Customer called in for an update.

Customer is very upset that she hasn t had any help or contact.

Customer states that they want to speak to CM.

Agent attempted to reach out to CM.

Agent spoke with CM rep who advised that CH1150 has not reached out to the dealer and has no new information but that they would call when there was new information.

Agent advised customer the CM would call back when there was new information.

Customer understood but states is very frustrated because she expected a call back today.

Writer attempted to contact the Service Manager (SM) who was unavailable.

Writer left a message and requested a call back.

Status update provided via email to the following email address:

Hi my name is Ashley from Chrysler Customer Care. I am contacting you on behalf of your Case Manager. I just wanted to let you know that she will be contacting you some time this week with further information about your case. If you have any questions you can contact us at 1-800-763-8422 Ext. 66058. Thanks for your time and patience.

End of Status Update

Customer contacting Chrysler stating that she is not driving this vehicle because it is very unsafe and has not heard from her case manager.

Customer stated she s very uncomfortable and needs to speak to the case manager. Agent offered to contact case manager, she stated she already left two messages. Agent advised we will document on the file to have CM contact her as soon as possible.

Writer attempted to contact Service Manager (SM) Jack who was unavailable. Writer left a message with Service Advisor (SA) Nancy who provided CAC with SM Jacks email.

Status update provided via email to the following email address:

I am assisting your case manager in your case. I just want to let you know at this time we are continuing to work diligently on your case. Your case manager will be contacting you some time next week with further information about your case. If you have any other concerns you can contact us at 1-800-763-8422 Ext. 66058.

Thanks for your time and patience.

End of Status Update

Caller requesting to speak with Case Manager.

Case manager not available, nic WV62

took the call.

Secondary phone: Customer declined to provide

Customer contacted Chrysler. Customer informed writer that she is having with the gears on her vehicle. Customer is stating that when her vehicle is in park it still rolls back. Customer informed writer that issue has been happening since a couple months after she purchased the vehicle.

Customer informed writer that customer went to dealership and they told customer that issue is normal with customer s type of vehicle. Customer stated that on survey she took on vehicle customer stated the issue and nothing was done. Writer informed customer that we will contact dealership and see if we can get tech to take a look at customer s vehicle. CM will follow up Tuesday 8/19/14.

Customer calls to speak with their Case Manager.

Transferred the customer to JV1052 at ext 66188.

Customer contacted writer. Customer advised writer that CM CH1150 has been in touch with since she had the case open. Customer states that her vehicle is having the rolling back issues for awhile customer feels like this a safety concern to be driving the vehicle. Customer states that she has had this problem since day one of purchasing the vehicle. Customer advised writer that she would like to speak with a supervisor because nobody has been in contact with her. Writer transferred to AD1012.

*****SUPERVISOR CALL*****

Writer took call from customer Customer stated that at intermittent times her vehicle rolls backwards about 2-3 feet after being placed in park. Customer stated that the last three times it happened....2 out of the 3 the vehicle was on flat ground. Customer stated that when she brought it to the dealers attention, the dealer showed her how to make sure the vehicle is in park. Customer stated that the dealer also told her that the pin or something like that is not registering the vehicle is in park. Customer stated she has filled out 2 different surveys and has never heard anything back from Chrysler. Customer stated that she also asked the dealer if the vehicle could be turned off while in gear and the dealer told her no. Customer stated the

vehicle was recently at the dealer on 8/7/2014. Customer stated that dealer 45155 told her they contacted someone within Chrysler and there was no information. Writer explained that writer will locate a new Case Manager for the customer and will have an email sent to the customer as well as customer will receive a call tomorrow.

Writer called dealer at 407-483-7700 and spoke with SM Marty who stated the last time the vehicle was at the dealer was on 8/7 for the same issue. Writer asked if when the customer can bring the vehicle in if a STAR case could be opened to help address the customers concerns SM agreed.

Status update provided via email to the following email address:

Hello, my name is Paul and I have been assigned as your case manager. This email is confirmation that your case, [REDACTED] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [REDACTED] within the one business day as promised. My office hours are 6:00AM 2:00PM (Mountain Time). My contact information is 800.763.8422 EXT 66371. If your preferred telephone number mentioned above isn't correct, please reply with the correction.

End of Status Update

Writer called customer at [REDACTED] and left message for customer to call dealer and schedule an appointment to take the vehicle in to help get the issues resolved.

Begin Customer Message reviewed:

Hello, this is [REDACTED]
case number [REDACTED]

Following up, for status, this whole experience has me very stressed out. Thank you in advance for taking on the review of my information. This is an ongoing issue unresolved since 6/16/14, can you please provide me with whoever Chrysler main office information for me to contact as well. With all the issues with cars I see on television I do not want to be the OOPs for Chrysler the dealership is awful to work with. I'd like to just return the vehicle if there is no resolution I never been through so much with no company. Must I seek legal, media or any other means of assistance? please help. Thank you in advance for your assistance.

End of Reviewed Customer message

Writer called customer at [REDACTED] and left message informing the customer needs to schedule an appointment to take the vehicle in so that assistance can be given.

Writer called dealer at 407-483-7700 writer waited for 13min for SM Marty to come to the phone before writer disconnected the call.

Writer called customer at [REDACTED] and left message informing of STAR case and dealer in the process of following the repairs.

Writer received a call from the customer who stated she brought the vehicle to the dealership but is concerned that they had her take the vehicle while they reach out to STAR. Customer would like her CM to contact her back. Writer transferred to 66227 LV130

Writer Spoke with Customer who stated that when she had the vehicle there they took the VIN down and gave the vehicle back and opened the STAR Case with just the VIN. Customer is frustrated that when she takes the vehicle in the Dealer does not offer a rental, or a loaner or anything. Customer stated that she will not be able to take the vehicle in on 8/29/14 as she cannot miss work. Writer advised that CM will contact SM and see what we can do to help and see if we can get Customer into a rental while vehicle is being repaired.

Writer called dealer at 407-483-7700 and spoke with SA Shane who stated the customer has not been in since the first of August. Writer informed of the customer needing either a rental or a loaner vehicle. SA stated would need to have an appointment scheduled before rental can be considered.

Writer called customer at [REDACTED] and left message informing need to schedule an appointment to take the vehicle in.

MS [REDACTED] to speak with a supervisor as no CM was available.

AD1021 requested to call customer back first thing 9/3/2014. Customer agreed to have a call back from AD1021 at [REDACTED]. Customer advised that every time she calls in she cannot get her CM and all other CM's are busy.

Begin Customer Message reviewed:

Hello Paul.

This is [REDACTED] VIN: 2C3CCAAG7EH [REDACTED] I left you 2 messages today, with hopes to contact you prior to the end of your shift. I was awaiting your call today. I appreciate and Thank you for getting arrange for a rental or loaner car but I took the car in to the shop last Thursday again and they did not stay with it, they said they would look into it and call me back and I still have not heard any word. this is really a awful experience. please call me as soon as possible I DO NOT FEEL SAFE I HAVE to place the emergency brake on car when i put in park and twice i forgot i had it on i DO NOT drive the car due to the anxiety it gives me My 2005 300 with 100k miles is much more dependable, reliable and even with a broken strut more safe than this 2014.

End of Reviewed Customer message

Begin Customer Message reviewed:

Hello, I still have not heard from the Dealer, you or Supervisor, I have just sent a Message through the Chrysler Site requesting the CEO or VP of Quality to be notified of my case. I am frustrated and tired of the run around i have received. I am having Anxiety Attacks with all of this effecting me at work as well. If Needed please advise me if i Need to Obtain Legal Representation for this matter. If I do not hear from you or anyone from Chrysler by the end of this week I am returning this car for you all to figure out what is wrong with it before it hurts someone. I will not be responsible for that!

End of Reviewed Customer message

*****SUPERVISOR CALL*****

Writer contacted customer on phone number [REDACTED] and was unable to speak with the customer due to the operator came on the line and stated the phone number is no longer in service.

Customer called. Customer states she should have received a call from a supervisor on 09/03/14 and did not. Writer advised customer of lines 208-211. Customer states she is calling from that number right now and it has not been out of service. Writer put customer on hold to find a supervisor. Writer advised customer there is not a supervisor available. Customer will get a call from a supervisor in 1-2 hours.

Customer states she is going to get legal assistance if the issue is not resolved.

*****SUPERVISOR CALL*****

Writer contacted customer on phone number [REDACTED]. Customer was unavailable, writer left a voicemail.

MS [REDACTED] calls to speak with a supervisor.

Transferred the customer to AD1021 at ext 66306.

*****SUPERVISOR CALL*****

Writer took call from customer [REDACTED]. Customer stated that she is not driving her vehicle due to when she places the vehicle in park it rolls backwards about 2-3 feet. Customer stated the 1st time her vehicle rolled back was on 6/16/2014 and she was in her driveway, which has a slight incline so she thought it might be due to the incline. Customer stated that on the 2nd through 4th time customers vehicle was on flat ground, as the 2nd time she was parked in a parking lot at the Dollar Store, the 3rd time she was parked in the grass parking lot at her church and on the 4th time she was parked at the gas station getting ready to place gas in her vehicle. Writer inquired if the vehicle rolls back after customer has driven the vehicle and it is warm or does it happen more in the morning, is there a pattern to the concern. Customer stated she does not drive the vehicle and there is only 1,300 miles on it. Writer asked if customer knew if the dealer has ever placed a Data Recorder on the vehicle. Customer stated no, but she does not want to drive the vehicle at all cause she does not want to keep putting on the emergency brake everytime she parks the vehicle as this is what the dealer told her to do. Customer stated that at one of the times her vehicle was at the dealer she was told the vehicle is not reading that the vehicle is in park. Writer explained that writer will have customers CM call the dealer and see if a Data Recorder could be placed on the customers vehicle and if the dealer would be willing to keep the vehicle for a few days and have someone from the dealer drive the vehicle to see if the concern could be duplicated. Writer explained that customer will receive a callback today from her CM.

Writer called dealer at 407-483-7700 and spoke with SA Justin who stated the customer needs to drive the vehicle in or call to have it towed. SA gave phone number for the tow service of 407-847-2334.

Writer called customer at [REDACTED] and left message informing of lines 251-253.

Vehicle is at the dealership - NAPLETON S SOUTH ORLANDO (45155)
Update triggered by S58338N

Writer called dealer at 407-483-7700 and spoke with SA Shaun who stated when the customer brought the vehicle in it was looked at by the SA and the SM and one of the techs and the customer's issue was unable to be duplicated and there were no codes contained in the vehicle. SA stated all of this was communicated to the customer.

MS [REDACTED] calls to speak with a supervisor.

Transferred the customer to HH261 at ext 66326.

*****Immediate Supervisor*****

Customer requested to speak with writer who reiterated lines 226-250. Customer states that she does receive great service when she calls in but has not been able to communicate with her CM. Customer states that she was told by the dealership that the vehicle did not read as being in park and told her to use her emergency brake. Customer states that she took her vehicle to the dealership on 8/5/2014 and was told that they would not provide her with a loaner. Customer states that she called in today to check on her vehicle and the dealership did not remember that they had her vehicle. Customer understands that it is random when it happens but the dealership has not put more than one mile on her vehicle to resolve the concern. Customer feels that she has done what was required of her and no one is assisting her or understanding that this is a safety concern. Writer placed customer on hold to call dealership. DEALER- Writer dialed 407-483-7700, asked for SM or ASM. Released call at 5 min after no contact. CUSTOMER- Writer asked customer for more time to research case and open STAR case and then follow up with customer. Customer stated that she cannot answer her phone but will call back within 5 minutes.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is Vehicle rolls when in 'Park'

Action requested: responding to STAR

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 66 45155 09/08/14 16:07 O [REDACTED]

DEALER- Writer dialed 407-483-7700 Spoke with SM Jack who states that they are unable to duplicate customer's concerns, they have not been able to pull any codes and states that he has been on a test drive with customer and advised customer that there is nothing that they are seeing to fix on the vehicle and that is why no repairs have been done. SM states that the vehicle is not there and if it is he does not know about it.

CUSTOMER- Writer dialed [REDACTED]. Left VM for customer advising that vehicle needs to be picked up if it has not been already as they are unable to duplicate customer's concern.

Writer spoke with customer saying that she will get a call back from the supervisor today.

Customer called in very frustrated and states that she has not getting assistance either from the dealership or the CM at Chrysler. Customer states there is something wrong with the transmission gear as the vehicle continues running when she put it on park. Customer states the dealership is not doing their job as they are not even driving the vehicle.

Customer calls to speak with their Case Manager. Transferred the customer to PF185 at ext.# 40657.

Writer received call from customer who stated went to pick up the vehicle found all the paper work on the front seat. Customer stated gave permission to drive the vehicle. Customer stated does not want the car because of the issues and not feeling safe.

Is there any damage to the vehicle? (if yes, describe) no

Actual/accurate mileage? 1300

Is the vehicle leased or purchased? purchased

Name of lender: san lender

Is the customer in a rental right now? no

Is this vehicle used as a personal vehicle or for a business? personal

Are there any modifications to this vehicle? (if yes, describe) no

If Chrysler makes an offer to replace the vehicle, what dealer does the customer prefer to work with? 45155 NAPLETON S SOUTH ORLANDO

Writer went to offer a payment reimbursement and customer declined.

Writer informed of the 7-10 day required for review and customer understood.

Writer called dealer at 407-483-7700 and left message for SM Jack to try again to duplicate the customers concerns with follow up on Monday 9/15. Writer called dealer at 407-483-7700 while being transfered to SM the call was disconnected.

Writer called dealer at 407-483-7700 and spoke with SM Jack who stated they have returned the vehicle to the customer and they have not been able to find anything wrong.

Writer called customer at [REDACTED] and left message.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40678. The reason for the customer contact was to provide or request the following information:

Follow up to ensure repairs have resolved customer issues and expectations met, and next follow up is 9/25/14.

[REDACTED] called, requesting her Case Manager. Transferred customer to CM PF185 at ext 40657 VM as CM was unavailable.

Begin Customer Message reviewed:

Hello Paul this is [REDACTED] case number [REDACTED] I was following up to see if you have received any information. someone left me a message yesterday about closing out my case and i was awaiting word back from you from the message you left me friday that you were still awaiting also. i am leaving out of state 9/27-10/17 I d like to have this resolved to not carry that stress with me, i am going to deal with a family situation that requires my attention fully. Thank you in advance for all your attention and assistance. My phone number is [REDACTED]
End of Reviewed Customer message

Writer called customer at [REDACTED] and left message informing there is currently no update as far as the buy back process goes.

Customer calls to speak with their Case Manager or a supervisor.

Transferred the customer to LV130 at ext 40622,because the primary CM was not available.

Customer declined to provide a second phone number.

Customer stating that she is very disappointed with the process and Chrysler does not care about her and requesting to get some answers regarding her request.

Received a call from Customer very up set that she still has not heard about the buy back Customer stated that she feels she should have heard by now, and that if a decision is made while she is out of state she will not be able to take the vehicle anywhere. Writer advised that Writer will see if we can find out anything on 9/26/14, but could not make any guarantee. If Writer finds out any information Writer will contact Customer

Writer called customer at [REDACTED] and was informed the vehicle has been to the dealer now for the fifth time for the same issue. Customer requested that the buy back be reexamined. Writer informed would resubmit for a second review.

Writer called customer and was informed again to have the case reviewed as this is the fifth time it has been to the dealer for the same issue.

Is there any damage to the vehicle? (if yes, describe)no

Actual/accurate mileage?1300

Is the vehicle leased or purchased? purchased

Name of lender: san lender

Is the customer in a rental right now? no

Is this vehicle used as a personal vehicle or for a business? personal

Are there any modifications to this vehicle? (if yes, describe) no

If Chrysler makes an offer to replace the vehicle, what dealer does the customer prefer to work with? 45155 NAPLETON S SOUTH ORLANDO

Writer went to offer a payment reimbursement and customer declined.

Writer called customer [REDACTED] and left message.

Writer called customer at [REDACTED] and informed of the vehicle not being bought back. Customer asked if there could be an email sent stating that and was given the email address of [REDACTED] to send the email.

Status update provided via email to the following email address:

[REDACTED];

As per our conversation I am sending this email to give written documentation that at this time Chrysler will not be persuing vehicle buy back. Hope this helps.

Thanks,

Paul
End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG4	CH	Open Date	08/11/2014	Built Date	06/22/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	06/22/2012	Mileage	45,000	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	68341	NORTHGATE CHRYSLER DODGE JEEP,			INC.	
Dealer Address	8536 COLERAIN AVE					
Dealer City	CINCINNATI			Dealer State	OH	Dealer Zip 45251
Owner					Contact Type	TELEPHONE
Address					Home Phone	
COUNTRY CLUB HIL II					Country	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer called about recall

Briefly summarize why the customer is contacting Chrysler: Customer called stating that they are having the same problems as a recall that they looked up online for the 2013 model. Customer stated that they are losing power and that the vehicle rolls when in park.

Briefly summarize what the customer is expecting: Customer seeking information on what to do.

Agent advised that there are no incomplete recalls on vehicle and to take it to the dealer to have it inspected.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG7	EH	Open Date	08/15/2014	Built Date	05/06/2014
Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
In Service Dt	06/13/2014	Mileage	0	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDC	PEWTER GREY PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	44805	BEAVER COUNTY DODGE CHRYSLER JEEP				
Dealer Address	2761 CONSTITUTION BLVD					
Dealer City	BEAVER FALLS			Dealer State	PA	Dealer Zip 15010
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BEAVER FALLS PA				Country	UNITED STATES

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

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

CQI Survey Record Received - DATE : 08/15/2014

Survey Number : 3599128

Quality Survey ID Number

Survey Date : 08/14/2014

VIN Last 8 : EH

CQI Comments :

* * CASE MANAGER TEAM - District Q* *

Customer s Email:

**** Summary of Survey ****

The customer states: The car is not a comfortable ride. It doesn t handle very good on a highway and it s a rough ride. Being the luxury car advertised on commercials, this is not living up to the commercials. Doesn t always come out of reverse drive to park. Thought it was in park but it was reverse. Car started rolling backwards. Very dangerous you always have to check to make sure it s in the right gear. Not easy to operate.

Status update provided via email to the following email address:

Hello Mr.

This is Kathi with Chrysler Customer Care. I am trying to reach you in regards to a recent survey you took about your 2014 Chrysler 300. We are here to assist with any questions or concerns that you may have. Please don t hesitate to contact Chrysler Customer Care at 1-800-763 8422 ext. 66029. I will contact you back in one business day.

Thank you for being part of the Chrysler Family.

End of Status Update

Status update provided via email to the following email address:

Hello Mr.

This is Kathi with Chrysler Customer Care. I am trying to reach you in regards to a recent survey you took about your 2014 Chrysler 300. I am sorry to hear you are uncomfortable when driving the vehicle, and having to be so careful when putting the car in park. We value your opinion. We strive to give you the best service possible. Thank you for your honest feedback. Please contact me at 800-763-8422 extension 66029 if you have any questions or concerns. Congratulations on your purchase of your new 2014 Chrysler 300, and welcome to the Chrysler Family. I will contact you back in 1 business day.

Kathi

End of Status Update

Status update provided via email to the following email address:

Hello Mr.

This is Kathi with Chrysler Customer Care. I have been trying to reach you regarding the survey you have taken on your 2014 Chrysler 300. I have documented your concerns into your case. I am sorry that I was unable to speak with you. I will be closing your case at this time. If you need further assistance please contact Chrysler at 800 247 9753. Congratulations on the purchase of your new 2014 Chrysler 300. Thank you for being a part of our Chrysler family.

Kathi

End of Status Update

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

Customer is calling back for for KM853

Agent confirmed customer concern

Customer will call KM853 in the morning.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG5	DF		Open Date	08/22/2014	Built Date	11/13/2012
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	03/04/2013	Mileage	20,011	Dealer Zone	63	DALLAS	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	43497	JOHNNY ROBERTS MOTORS INC					
Dealer Address	1706 E BROADWAY						
Dealer City	ALTUS			Dealer State	OK	Dealer Zip	73521
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	DUKE OK					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	customer states vehicle started itself and went into gear
Corporate - Property Damage - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	

1. Who is calling and what is their contact information? James Altom - The Service Manager in the dealership. The district Manager instructed the dealership to call in. James states that the daughter was driving the vehicle and got out of the vehicle. James states that the daughter and mother stated that once out of the vehicle it turned itself back on and went into gear.

Preferred:

Alternate:

2. What happened? The customer came in and was very upset. This is second hand information from the Service Manager. The customer stated that the vehicle remote started itself and put itself in gear and drove across the yard into the neighbors yard and hit something and put a hole in the front facie for the vehicle in the left side.

3. What is the current location of the vehicle? The customer drove the vehicle into the dealership.

Johnny Roberts Motors Visit dealer website 1706 E Broadway

Altus, OK 73521

(580) 482-1901

The only information we have is second hand information.

James will have the owner of the vehicle call back with their information on what happened.

Dealership will not touch the vehicle for any repairs.

The customer stated that the daughter had shut off the vehicle and took the keys out and went into the building but had to run back into the vehicle. Then they noticed that the vehicle was idling and put itself into gear. There was a previous issue with the vehicle where the trunk would pop open. The customer would randomly pop open. The daughter has reported incidences of this but the DLR didn't take her seriously. The main concern the vehicle starting and goign into gear when the keys were not near it.

- GXDS Remote Proximity Keyless Entry

08.27.14

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

JOHNNY ROBERTS MOTORS INC CJDTR

1706 E BROADWAY ALTUS OK 73521 580-482-1901

Per OGC Matrix, reassigned to 82T. MG17

8/27/14 ASSIGNED TO NDP8. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 08-27-2014 13:20

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 08-27-2014 13:20

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/28/14 AT 17:02:00 [REDACTED]

CCRG Open Date: 08/27/2014 12:02:28

Letter Sent: Acknowledgement 08/28/2014 13:40:25

Letter Sent: Denial 09/03/2014

Customer is calling in today to find out the status of this case. Agent advised customer that the final letter had been sent out and customer should receive it soon if he hasn't received it yet.

Customer SM bud from dealer 43497 called wanting to know more information regarding case as customer keeps calling them wanting to know what's going on.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer's address match COIN (Y/N): yes

Customer's current phone number (Daytime): [REDACTED]

Customer's current phone number (Evening): [REDACTED]

Customer's email address: [REDACTED]

Any additional information: Customer and SM Bud at dealership 43497 would like to be contacted with an update regarding case. Bud at dealership stated customer has been in a loaner vehicle they supplied since 08/20/2014.

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Customer contacted writer seeking to know when he will be receiving his letter that he was told was on its way.

Writer verified address and was advised that mail normally goes to PO BOX.

Writer updated information.

Writer advised customer that file would be updated to indicate that customer is waiting for a call back from supervisor.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer's address match COIN (Y/N): No

If no, customer's current address: [REDACTED] Duke OK. [REDACTED]

Customer's current phone number (Daytime): [REDACTED]

Customer's current phone number (Evening): [REDACTED]

Customer's email address: [REDACTED]

Any additional information:

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82T.

10/7/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG4	CH	Open Date	08/26/2014	Built Date	02/17/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	03/23/2012	Mileage	44,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	60300	FREEDOM JEEP CHRYSLER				
Dealer Address	3602 E CENTRAL TEXAS EXPY					
Dealer City	KILLEEN			Dealer State	TX	Dealer Zip 76543
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	COPPERAS COVE TX				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	vehicle backed into building
Corporate - Property Damage - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	

1. Who is calling and what is their contact information?

Preferred:

Alternate:

2. What happened? Customer was inside a registering for school. vehicle was turned off and in park, and customer had keys. Customer was inside for about 10 minutes and went outside and his vehicle had backed into the building and shattered windows and cause approximately \$10,000 damage. Vehicle had jumped the curb in order to hit the school

3. What is the current location of the vehicle? Dealer Code: 63- 60300

Dealer Name : FREEDOM JEEP CHRYSLER

Customer has vehicle at the DLR, as they state it is not safe to drive reassign to 82S

Customer states that he is calling for an update on the case.

Agent advised customer that a case manager will contact within 2-3 business days.

08.29.14

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

FREEDOM JEEP CHRYSLER CJ

3602 E CENTRAL TEXAS EXPY KILLEEN TX 76543 254-200-4800

Per OGC Matrix, reassigned to 82T. MG17

8/29/14 ASSIGNED TO NDP8. PAG

CAIR NUMBER REQUEST EAA INSPECTION 08-29-2014 12:19

CAIR NUMBER E-MAIL SENT TO EAA 08-29-2014 12:19

CCRG Open Date: 08/29/2014 11:01:48

Letter Sent: Acknowledgement 09/02/2014 09:14:05

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/04/14 AT 04:19:35

Customer called in to check status of the case. Agent stated that he should be receiving a call back by the case manager.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): y

If no, customer s current address:

Customer s current phone number (Daytime):

Customer s current phone number (Evening):

CAIR assigned to 82S for contact request.

09.08.14

Customer seeking information/update on status

Per OGC Matrix, reassigned to 82T. MG17

Rochelle Henderson called for an update on the case. Agent advised customer that the file will be reviewed and she will be contacted with an update at that time. Customer understood.

9/10/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Letter Sent: Denial 09/11/2014

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): Y

If no, customer s current address:

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening): [REDACTED]

Customer s email address:

Any additional information: Seeking information on the case and has questions regarding rental cost.

CAIR assigned to 82S for contact request.

09.15.14

Customer seeking information/update on status

Per OGC Matrix, reassigned to 82T. MG17

****INBOUND CUSTOMER CALL****

Customer calling in regards to situation above. Writer advised that request for callback was requested on Friday evening and can take 2-3 business days. Customer understands and will continue to await callback.

9/16/14 UPDATED CCRG FILE & CASE MANAGER. PAG _

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): Yes

If no, customer s current address:

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening): [REDACTED]

Customer s email address: N/A

Any additional information: SA Buddy called in seeking a call back from a CM on his direct extension.

CAIR assigned to 82S for contact request.

SA Buddy is contacting Chrysler looking for an update on the case. Agent transferred the customer to the I2R department.

SA Buddy calling looking for an update, agent transferred to I2R department.

Customer is calling and requesting chrysler customer care address . Agent provided customer with address .

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

CAIR Customer [REDACTED] e is calling back to say that no one has gotten back to her in regards to her vehicle that got into an accident. She stated that her vehicle is still at the dealer and has been there since 08/26/2014. She said they ve been waiting to hear back from the case manger to let them know what they should be doing with her vehicle. It s been sitting there for 2 months waiting to hear back from out department. Agent apologized for the inconvenience and advised customer that this case will be sent back up to that department and somebody should be in contact with her and the dealer within 1-2 business days.

Per OGC Matrix, reassigned to 82T.

10/17/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG6	DH		Open Date	09/03/2014	Built Date	11/13/2012
Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN			
In Service Dt	11/30/2012	Mileage	36,002	Dealer Zone	32	NEW YORK	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.					
Dealer Address	928 JERICHO TPKE						
Dealer City	WESTBURY			Dealer State	NY	Dealer Zip	11590
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	OCEANSIDE NY					Country	UNITED STATES

Product - Suspension - Unknown - Other - Unknown	customer favoriter part of the vehicle.
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Hard Shifting - Default	

CQI Survey Record Received - DATE : 09/03/2014

Survey Number : 3766328

Quality Survey ID Number:

Survey Date : 09/02/2014

VIN Last 8 : DF

CQI Comments : Forgot to mention the Moonroof noise. Should also be addressed, Dealer said in the future it will be. It s a big job.

Per survey customer stated that the shifter is terrible and unless changed he will never purchase another Chrysler 300. Customer stated that the shifter does not lock into place as the previous one did; he also stated that many times he has thought he was in park when in fact the vehicle was in reverse. Customer feels that the shifter concern should be addressed as soon as possible. Customer stated that the favorite part of the vehicle is the ride it provides.

Status update provided via email to the following email address:

Dear Mr.

Hello, my name is Daniel and I am contacting you from Chrysler Customer Care regarding a recent survey you took for your 2013 CHRYSLER 300. We are following up to see if we can assist you with any questions or concerns. Please call me at 1-800-763-8422 x66213 or respond through the included link. We value your comments--thank you for participating in our survey and being a part of the Chrysler family!

End of Status Update

Customer left message requesting a call back at . Writer contacted the customer at 3. Customer stated that the dealership he works with is great (23153). Customer stated that the only problem he has had is with the shifter. Writer inquired if the customer has addressed this with the dealership, customer stated he did and they informed him that it is a characteristic of the vehicle. Customer also informed writer about the moon roof concern, however customer informed writer that a repair for this concern is being worked on and the customer will be contacted once the repair is available. Writer inquired as to what kind of oil the customer uses, customer informed writer he uses synthetic and takes very good of his vehicle and usually purchases vehicles after the lease is up. Writer noticed the customer does not have any service contracts. Writer offered to take care of the customer s oil changes for the rest of his lease due to the inconveniences he has

experienced. Writer offered the customer ECPS36N (2 oil changes per year for 3 years, total of 6 LOF), customer accepted. Writer informed the customer that it will be added within the next 5 to 10 days and he will receive paperwork within 30 to 60 days, customer understood. Writer informed customer that this survey will be closed, however if the customer has any questions or concerns he may contact CAC for further assistance. Customer understood.

Writer submitted ESSENTIAL CARE PLATINUM SYNTHETICSM ECPS36N to JD1343.

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

ECPS36N Contract created. Contract number is [REDACTED]

Customer called back.

Customer stated he was suppose to received oil change contract, and he has not received anything.

Agent advised customer that contract is added to vehicle and listed with vin.

Agent contacted MVP to have a copy of contract mailed to customer.

Agent advised customer a copy will be mailed out by MVP , and provided customer with contract number and advised he should be able to access contract on MVP website.

Customer understood and thanked agent.

Customer contacted back in and states that he has still not received the contract information. Agent transferred cusotmer to MVP for further assistance.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG0	DH	Open Date	09/07/2014	Built Date	12/05/2012
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	03/08/2013	Mileage	32,672	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	45457	NAPLETON'S RIVER OAKS CHRYSLER				
Dealer Address	17225 TORRENCE AVE					
Dealer City	LANSING			Dealer State	IL	Dealer Zip 60438
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RIVERDALE IL				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states that check engine light is on.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that her vehicles check engine light is on. Customer states that she has taken her vehicle to the dealership in regards to this issue. Customer states that the dealership tells her that there is nothing wrong with the vehicle. Customer states that she wants to know if there are any recalls on the vehicle as well.

Briefly summarize what the customer is expecting: Customer called in seeking recall information and what her next step is.

Agent advised customer that there are no recalls on her vehicle.

Agent advised customer that if she takes her vehicle in for diagnosis Chrysler can look into providing case management assistance.

Customer stated she took vehicle back to dealership in July/14 and they said that there was nothing wrong with the vehicle. Customer stated that a few days ago the message comes on saying to service the gear shift. Customer also stated that when she puts vehicle in park it will keep moving not coming to a complete stop like it should. Customer stated she went for an oil change and the dealership stated that they did not have any records of the car being serviced for the check engine light issue. Customer also stated that when she uses the remote start the vehicle keeps shutting off and on. Customer states she does not use that feature for the past month because the check engine light stays on. Customer states she no longer wants the vehicle and wanted to file lemon law if issue not resolved.

Called dealership ?45457A™ to confirm details of diagnosis.

Spoke with Service Advisor Robert

What is the diagnosis? Customer came in Nov/2013 with check engine light issue. Robert stated that no work was done at this time and they ordered a part.

Agent was going to transfer customer to speak to Robert to have the vehicle diagnosed however customer disconnected the call. Agent tried to contact customer back however could not reach her. Next agent please advise customer that she will have to take the vehicle back to the dealership for a diagnosis and then we can forward to case manager. TL-survey bypass- no diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer states she is having issues with this vehicle and the dealership is refusing to resolve the issue. The dealership has seen the vehicle and they say there is nothing wrong with it. Customer states that they say this is because of the weather. The engine light has been on many times while it is in their possession.

Briefly summarize what the customer is expecting: Customer is looking to get the issues resolved.

Customer was advised that she will have to go back to the dealership to

have them diagnose the vehicle.

Customer seeking why the CM hasnt called back.

Customer thought she missed a call from a CM which is initially why she called.

Customer provided email [REDACTED] for CM.

Agent advised customer to contact us when the vehicle is diagnosed.

Agent advised we would document her email for her CM.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding a call back from CM. Customer stated that feels missed a call from CM

Briefly summarize what the customer is expecting: Customer is seeking to speak to CM

Agent advised customer that would have to have vehicle at dealership to have escalated to CM. Agent contacted dlr 44334 to assist setting up an appointment

No diagnosis.

Survey by pass required.

Reassigned to DF314.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG8	DH	Open Date	10/08/2014	Built Date	06/25/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	07/25/2013	Mileage	39,254	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	09880	BILL SNETHKAMP INC				
Dealer Address	16400 WOODWARD AVE					
Dealer City	HIGHLAND PARK			Dealer State	MI	Dealer Zip 48203
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SOUTHFIELD MI				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Brakes - Unknown - Other - Unknown	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	
Product - Transmission / Transaxle - Unknown - Other - Default	
Product - Unknown - Unknown - Accident - Default	

Customer has vehicle at Bill Snethkamp Body Shop. Customer is claiming that the vehicle came out of park and drove thru her garage. She has contacted her insurance company who is investigating for product liability.

State Farm is her insurance company

* First reason code was put in in error, secondary code for trans.

10/9/2014 Please set up for eaa inspection. Thanks gpj

VEHICLE IS LOCATED AT:

BILL SNETHKAMP INC CJDTR

16400 WOODWARD AVE HIGHLAND PARK MI 48203 313-868-3300

Per OGC Matrix, reassigned to 82T.

10/9/14 ASSIGNED TO NDP8. PAG

CAIR NUMBER REQUEST EAA INSPECTION 10-09-2014 09:51

CAIR NUMBER -MAIL SENT TO EAA 10-09-2014 09:51

CCRG Open Date: 10/09/2014 09:36:32

Letter Sent: Acknowledgement 10/10/2014 08:11:58

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/15/14 AT 11:44:09

Letter Sent: Denial 10/26/2014

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG4	DH	Open Date	11/07/2014	Built Date	08/22/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	08/09/2013	Mileage	16,676	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	45453	ZEIGLER CHRYSLER DODGE JEEP -				
Dealer Address	2311 OGDEN AVE					
Dealer City	DOWNERS GROVE			Dealer State	IL	Dealer Zip 60515
Owner					Contact Type	E-MAIL
Address					Home Phone	
	WHEATON IL				Country	UNITED STATES

Corporate - Product Suggestions - Powertrain - Default - Default	Transmission should be able to sense when person is in driver seat
--	--

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

Important enhancement request for 8-speed trans

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

This is an important enhancement request: Modify the programming of the 8-speed transmission so that if there is no one in the driver's seat, the car cannot roll backwards, even if the transmission is in Reverse. I have a 2013 Charger with an 8-speed transmission. After backing the car out of my garage, I thought I had put the car in park, but I had not, and when I got out of the car to go back in my house to get my phone, the car began rolling backwards, still in Reverse. I was able to run to the car, open the door and step on the brake pedal, but not before badly damaging my neighbor's fence. It could have been much, much worse! Please enhance the car's programming so that even if the 8-speed transmission is in Reverse, if the driver's seat is empty, the car won't move. I would argue that if there's no one in the driver's seat, the car shouldn't move in Reverse, Drive or Low. The 8-speed transmission's shifter, by design, centers automatically. As a result, there is no 'positional' indication of what gear the car is in. Moreover, the shifter does not always consistently, immediately, choose the desired gear. The combination of these factors does

increase the likelihood of the car doesn't shift into Park cleanly.

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

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

We regret to hear that you had this experience.

We will certainly take your suggestion into consideration and provide this to our product development team for review; however, we would like to inform you that our warranty does not cover any outside influence damage caused to the vehicle.

If you do feel that this concern should be looked into further, we suggest you contact your local dealership to have it diagnosed.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Ashley

Customer Service Representative

Dodge Customer Assistance Center

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG0	DF		Open Date	11/10/2014	Built Date	06/10/2013
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	08/24/2013	Mileage	10,448	Dealer Zone	32	NEW YORK	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Dealer	41985	DUROCHER AUTO SALES INC					
Dealer Address	4651 ROUTE 9						
Dealer City	PLATTSBURGH			Dealer State	NY	Dealer Zip	12901
Owner						Contact Type	LETTER
Address						Home Phone	
ALTONA NY						Country	UNITED STATES

Product - Drivability - Unknown - Sudden Acceleration - Default	Customer reports sudden acceleration
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called states that he was involved in an accident where the vehicle had moved and struck a pole with him not in it. Customer states he was in a store when the clerk said to him is that your silver dodge rolling by. Customer states he went out to the vehicle and tried to start it, but noticed that it wouldn't start and it was in reverse. Customer states as it will not shut off unless it is in park, so he can't understand how this could have happened. Customer states that this was the 2nd time it happened (on the 23rd, and the first time was about 3 weeks before that). He states that the first time he was in a kmart and the vehicle rolled forward and hit another car in front of his. He states that the vehicle was also in reverse on that day as well (even though it went forward). He states that it only rolls forward. He had the vehicle repaired at an IRF and states he then called the Dlr and had to wait 10 days to get it in. He states he had it there on Friday and is waiting for an update from them. He states that they advised to use the emergency brake, and he has been with success. He states that they have not been able to pull any codes and have checked it through with no trouble found. Customer states that he was able to drive the vehicle as there was just some front end body damage, and states there isn't an accident report either. Briefly summarize what the customer is expecting: Customer seeking to have vehicle repaired.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 41985

Reassigned to 88F

Writer called DUROCHER AUTO SALES INC at 518-563-3587, spoke with Rob and asked about the customer's Sudden Acceleration concern. Rob said that the customer was in last week for an oil change, and the concern is documented. Rob said that Rob will check to see if there is a follow up appointment, and then call writer back. Writer provided contact information.

***** CASE MANAGER TEAM - District T *****

Four (4) New, and Five (5) Used.

Vehicle is in Warranty.

There is no MVP contract.

CONTACT UPDATE - Customer was contacted today at 8:56am MST on number

Customer was provided with agent's extension: 40608.

Customer called seeking CM.

Agent provided contact number as per answer ID 19956 and transferred customer to CM's line.

Writer called customer at [REDACTED] left message for the customer.

Writer called DUROCHER AUTO SALES INC at 518-563-3587, spoke with Rob and was informed that the dealership is still waiting for an update from investigations. Writer said that writer will follow up with the dealership on Monday, Rob agreed to follow up time frame.

Writer called DUROCHER AUTO SALES INC at 518-563-3587, spoke with Mike and asked for an update on the customer's vehicle. Mike said that the Service Manager, Lisa, is out on lunch, and asked that writer call back in about an hour.

Writer called DUROCHER AUTO SALES INC at 518-563-3587, spoke with Lisa and asked about the customer's vehicle. Lisa said that there is supposed to be some sort of Tech coming to inspect the vehicle. Lisa said that the vehicle is not acting up so the concern cannot be duplicated. Lisa said that STAR informed the dealership that the customer needs to contact the Chrysler Care Center to open a case that will need to be sent to Special Investigations. Writer said that writer will do some research, and then call Lisa back in no more than 20 minutes.

Writer called DUROCHER AUTO SALES INC at 518-563-3587, spoke with Lisa and informed Lisa that the only way writer will be able to send this case to Special Investigations is if the vehicle was in an accident, or caught fire. Lisa said that the customer reported the vehicle was parked in Park about 5 minutes later someone inside the same store said that there is a red charger rolling down the hill. Lisa said that customer reported the vehicle had rolled down a hill, into a telephone poll, and the shifter was in Reverse. Writer said that the case will be sent over to SI, and if SI can help the dealership, the dealership will be contacted.

VEHICLE IS LOCATED AT:

ALTONA NY [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, SCAN TOOL CODES POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 11-24-2014 09:26

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 11-24-2014 12:59

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/03/14 AT 16:36:35 [REDACTED]

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/04/14 AT 10:05:59 [REDACTED]

Reviewed report and photos. No manufacturing responsibility found. dictated letter.

POSTMARK DATE: 120814; DATE RECEIVED: 120814

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCA8G8	EH	Open Date	11/26/2014	Built Date	09/23/2014
Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN		
In Service Dt	10/10/2014	Mileage	0	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	61796	NORTHLAND CHRYSLER JEEP				
Dealer Address	14100 W EIGHT MILE					
Dealer City	OAK PARK			Dealer State	MI	Dealer Zip 48237
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DEARBORN MI				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Noisy - Default	abnormal/excessive noises
Product - Electrical - uConnect Cellular System - Voice Commands - Default	voice activation doesnt recognize command
Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default	

CQI Survey Record Received - DATE : 11/26/2014

Survey Number : 4360679

Quality Survey ID Number: 2

Survey Date : 11/25/2014

VIN Last 8 : EH

CQI Comments : \Why nav software has not been updated for 3 years

customer concern:

- Transmission makes abnormal/excessive noises

Not certain this is a trouble may be normal to this transmission. I have always had hems in the past

- Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

Some days works fine. Other days cannot get it to function.

- Gear selector is difficult to operate (auto. trans.)

This is due to the electronic shifter staying in the one position and you move it forward or back to find gears. I do not like it. Caused us to think a car was parked in the driveway. was not in park took foot off the brake and ran into our other vehicle.

Reason for Customer Contact: Customer states they are having issues with the transmission and is not sure if this is normal for this vehicle.

Customer has not brought the vehicle to the dealership for diagnosing.

Customer contact is needed to advise customer bring the vehicle to the dealership for diagnosing

Customer s Preferred Method of Contact: Phone

Customer Phone Number (Morning):

Customer Phone Number (Evening):

Customer Email address: NA

Reason for assigning to Resolution Team: Customer contact is required as customer states they are having issues with the vehicle and have not been to the dealership for diagnosing.

Assigned to 86T

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Continuous Quality Insight

DEALERSHIP CONTACT: NORTHLAND CHRYSLER JEEP DODGE at 248-398-8200 Spoke with SD Jim, who states the customer has not been in to the dealership since purchase.

Agent thanked SD Jim for his assistance.

Status update provided via email to the following email address:

Hi Mr

My name is Linda, and I am following up on a survey that you recently

completed regarding your 2014 CHRYSLER 300C AWD FOUR DOOR SEDAN.
I have contacted NORTHLAND CHRYSLER JEEP DODGE, and spoken with Service Director Jim, and he has advised that you have not been back at the dealership since you purchased your vehicle, and the dealership was not aware that you were having issues with the vehicle.

We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us by calling Chrysler Customer Assistance at 1-800-247-9753.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,

Linda

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG3	EH	Open Date	12/05/2014	Built Date	11/19/2013
Model Year	2014	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	04/26/2014	Mileage	21,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	26899	STEVE LANDERS CHRYSLER DODGE JEEP				
Dealer Address	401 COLONEL GLENN PLAZA LOOP					
Dealer City	LITTLE ROCK			Dealer State	AR	Dealer Zip 72210
Owner					Contact Type	TELEPHONE
Address					Home Phone	
SHERIDAN AR					Country	UNITED STATES

Recall - P60: ALTERNATOR - Information Request	Customer seeking information regarding recall letter
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she received a letter regarding recall P60. Customer states she had an issue with the gear shift and was inquiring if that was related to the recall on her VIN. Agent called Landers Chrysler Jeep (26899) to schedule an appointment for a diagnosis. Customer dropped the call while Agent was updating Anna at DLR 26899 before transferring. Anna states she will call back Customer to schedule the appointment.

Briefly summarize what the customer is expecting: Customer is expecting a diagnosis on vehicle.

Agent updated Customer contact information and advised Customer of recall P60 on her VIN.

**

1.14.15

Per STAR file: 'Jim states the customer claims the vehicle was still running when she got out, and the vehicle rolled forward into something (Jim is not sure what). The vehicle has minor damage, but the customer claims this is an issue with the product. Jim does not want to perform any repair and is requesting engineering assistance before anything further is done. Jim can find no issue with the parking mechanism.'

Current Vehicle Location:

Dealer Code: 63-26899

STEVE LANDERS CHRYSLER DODGE JEEP

401 COLONEL GLENN PLAZA LOOP

LITTLE ROCK, AR

72210

Dealer Phone : 501-374-4848

Per OGC Matrix, reassigned to 82t for their review and handling. TGK

P60 ALTERNATOR SAFETY 12/01/2014 INCOMPLETE

1/15/15 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 01-15-2015 12:20

CAIR NUMBER E-MAIL SENT TO EAA 01-15-2015 12:20

CCRG Open Date: 01/14/2015 08:35:28

Letter Sent: Acknowledgement 01/16/2015 12:00:56

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/22/15 AT 17:37:00

Letter Sent: Denial 01/26/2015

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAGG3	EH	Open Date	12/12/2014	Built Date	09/19/2013
Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN		
In Service Dt	03/17/2014	Mileage	10,057	Dealer Zone	74	DENVER
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	23690	PARK CHRYSLER JEEP				
Dealer Address	1408 HIGHWAY 13					
Dealer City	BURNSVILLE			Dealer State	MN	Dealer Zip 55337
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MOUND MN				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Hard Shifting - Default	difficulty shifting into park
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

CQI Survey Record Received - DATE : 12/12/2014

Survey Number : 4490935

Quality Survey ID Number

Survey Date : 12/09/2014

VIN Last 8 : EH

CQI Comments : e-mail, during the day at

or cell phone, any time

Customer Concern: Customer stated he had to previous bring his vehicle into his local dealer because he could not get his vehicle to shift normally into park. Customer stated it took 2-3 attempts to shift into park. Customer stated it was previously fixed however the same problem is happening again. Customer stated when he attempts to shift into park, it stops at reverse and he has to re-engage shifter again to get into park.

*

Callback Requested: Y

Customer s Preferred Method of Contact: Phone

Contact Number:

Contact Email:

*

Reassigned for follow up to: 86T

*

Customer or Dealer contact: Customer

Reason for Contact: Customer contact is required to determine if the above concerns have been resolved since the survey was conducted. Customer contact required to determine when the vehicle was last diagnosed for the above concerns. If more than 30 days an updated diagnosis is required, if less than 30 days and concerns were not resolved escalate to 88F.

Dealer Code: n/a

Dealer Personnel Required: n/a

-

Outbound call to 1-952-890-5337 PARK CHRYSLER JEEP #23690 and writer spoke to SA Larry, and he advised writer that the last time that the vehicle was at the dealership was August 8th/2014.

-

Status update provided via email to the following email address:

Hi

My name is Krista, and I am following up on a survey that you recently completed regarding your 2014 CHRYSLER 300S AWD FOUR DOOR SEDAN. I have contacted PARK CHRYSLER JEEP, and spoke with Service Advisor Larry in the Service Department, who has advised that the last time you were at

the dealership was 08/08/2014, however, you have not been back since, and the dealership was unaware that you were having issues with your vehicle. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,

Krista

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG7	EH1	Open Date	12/18/2014	Built Date	10/09/2013
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN		
In Service Dt	03/22/2014	Mileage	1,001	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60453	EASTCHESTER CHRYSLER JEEP DODGE				
Dealer Address	4007 BOSTON RD					
Dealer City	BRONX			Dealer State	NY	Dealer Zip 10466
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BRONX NY				Country	UNITED STATES

Product - Electrical - Battery - Other - Default	Battery Failed
Product - Fuel System - Unknown - Poor Fuel Economy - Default	Fuel consumption is worse than expected
Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Hesitation or delay when shifting between gears
Product - Transmission / Transaxle - Unknown - Hard Shifting - Default	Shift between gears is rough
Product - Electrical - Satellite Radio System - Intermittent/Cuts In and Out - Default	The Satellite keeps fading out
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

CQI Survey Record Received - DATE : 12/18/2014

Survey Number : 4536246

Quality Survey ID Number: 280812179

Survey Date : 12/15/2014

VIN Last 8 : EH

CQI Comments : \no

Reason for customer contact

Customer has the following concerns:

- There isn't an access to the trunk in case of electrical failure/this happened to me. The side door mirrors don't fold inward, this is a danger when parking in NYC streets. The transmission shifting is awkward and often goes into low.

- Gear selector is difficult to operate (auto. trans.)

- Hesitation or delay when shifting between gears

- Gear selector is difficult to operate (auto. trans.).

Shifting paddles/buttons difficult to operate.

Hesitation or delay when shifting between gears.

Shift between gears is rough/harsh under normal driving conditions.

- Shift between gears is rough/harsh under normal driving conditions

- Battery Failed

To the best of your recollection, the trouble was first noticed: More than 3 months after delivery.

- Fuel consumption is worse than expected.

- The Satellite keeps fading out.

Customer's Preferred Method of Contact: e-mail only

Customer Phone Number:

Customer Email address:

Reason for assigning to Resolution Team: Customer contact required to find out if concerns have been resolved since completing survey.

Assigned to 86T

DEALER CONTACT: Writer called dealer 66325 at 718-229-8700 3 times and phone line disconnect when transferred to service.

DEALER CONTACT: Writer called dealer 66325 at 718-229-8700 and phone line

disconnect when transferred to service.

DEALER CONTACT:Writer called dealer 66325 at 718-229-8700 and SA Bob advised vehicle has not been back to dealer since PDI.

Writer notes warranty claim from dealer 60453 12/5/14

DEALER CONTACT:Writer called dealer 60453 at 718-547-5500 and VM message left for SM James requesting call back to writer regarding service history.

CUSTOMER CONTACT:Writer called customer at [REDACTED] and VM message left requesting call back to writer.

-

Outbound call to 1-718-547-5500 and writer spoke to SA Bob and writer was advised that the customer was last at the dealership at purchase.

-

Status update provided via email to the following email address:

[REDACTED]

My name is Krista, and I am following up on a survey that you recently completed regarding your 2014 CHRYSLER 300 RWD FOUR DOOR SEDAN.

I have contacted EASTCHESTER CHRYSLER JEEP DODGE, and spoke with Service Advisor

Bob in the Service Department, who has advised that the last time you were at the dealership was at purchase, however, you have not been back since, and the dealership was unaware that you were having issues with your vehicle.

We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,

Krista

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG2	EH	Open Date	12/27/2014	Built Date	03/12/2014
Model Year	2014	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	05/03/2014	Mileage	12,267	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60459	PUENTE HILLS CHRYSLER DODGE JEEP				
Dealer Address	17280 GALE AVE					
Dealer City	CITY OF INDUSTRY			Dealer State	CA	Dealer Zip 91748
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HESPERIA CA				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Unknown - Unknown - Accident - Default	Customer seeking recall information
Corporate - Property Damage - Default - Default - Default	
Product - Electrical - Starter - Other - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to any open recalls. Customer stated that they parked their vehicle, turned it off, and it turned on itself and ran into the street causing an accident.

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

Agent advised that there are no recalls on this VIN and that this is going to be escalated. Agent reassigned case to MS2684.

Customer explained their vehicle was in park and turned off. Vehicle turned back on and backed onto a busy street and caused an accident.

Agent advised customer take vehicle to a dlr to find out why it would do that and give us a call back when they diagnose it.

Customer understood.

1. Who is calling and what is their contact information?

2. What happened? Vehicle was in park, doors locked, it turned on and rolled backwards into traffic and caused an accident.

3. What is the current location of the vehicle? Owner has it.

Reassign case to 82S

VEHICLE IS LOCATED AT:

HESPERIA CA

Per OGC Matrix, reassigned to 82T.

12.29.14 Assigned to TNT16. MJK

CAIR NUMBER REQUEST EAA INSPECTION 12-29-2014 14:20

CAIR NUMBER E-MAIL SENT TO EAA 12-29-2014 14:20

CCRG Open Date: 12/29/2014 08:54:47

Letter Sent: Denial 01/26/2015

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG3EH	Open Date	01/07/2015	Built Date	02/03/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	03/22/2014	Mileage	13,000	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	44888	RUSSELL BARNETT CHRY-DODGE-JEEP		INC	
Dealer Address	2756 DECHERD BLVD.				
Dealer City	WINCHESTER		Dealer State	TN	Dealer Zip 37398
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	HUNTLAND TN			Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer stated he was injured when car ran him over
Product - Unknown - Unknown - Accident - Default	Customer stated he was injured when car ran him over
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Customer states vehicle jumped out of park
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information?

2. What happened? Customer stated that they placed their vehicle in park to go into the post office. He stated that when he was walking into the post office he noticed the vehicle moving backwards into traffic. Customer stated that it must have popped out of park. Customer stated that he tried to stop the vehicle and was knocked down by the door where he was dragged underneath the door. Customer states that he was admitted to the hospital and is now on bed rest at home with a neck brace on. Customer states that if it weren't for him wearing the big coat he was he would have been more severely injured. Customer stated that his gear shifter is very touchy and he has not liked it from the day he got it. Customer states that he is terrified to drive this vehicle now and was wondering if it was due to a recall.

3. What is the current location of the vehicle?

Huntland, TN (Home address)

Reassigned to 82S.

Per OGC Matrix, reassigned to 82T for their review and handling.

1/8/15 ASSIGNED TO MJK32. PAG

CAIR NUMBER REQUEST EAA INSPECTION 01-08-2015 10:01

CAIR NUMBER E-MAIL SENT TO EAA 01-08-2015 10:01

CCRG Open Date: 01/07/2015 13:55:46

Letter Sent: Acknowledgement 01/09/2015 11:10:41

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/14/15 AT 10:43:28

Letter Sent: Denial 01/22/2015

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG4	CH	Open Date	01/20/2015	Built Date	03/22/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	07/09/2012	Mileage	16,000	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	67243	GOLLING CHRYSLER JEEP DODGE, INC.				
Dealer Address	2405 S TELEGRAPH RD					
Dealer City	BLOOMFIELD HILLS			Dealer State	MI	Dealer Zip 48302
Owner					Contact Type	E-MAIL
Address					Home Phone	
BLOOMFIELD HILLS MI MI					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Hard Shifting - Default	Customer states it is hard to put the vehicle in the part position.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

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

Electronic Shifter

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

Worse device on any vehicle I have owned in 25 years. Have had car for 24 months and this device is horrid. Not intuitive. Have to always look at where it is, i.e. in park, reverse, etc. Does not easily go into park. Have exited the car on numerous occasions with car in reverse. Think the best thing I can do is write NHTSA

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

Dear

Thank you for contacting the Dodge Customer Assistance Center. I do apologize for the inconvenience. I can imagine how frustrating this must be for you and understand your safety concerns as well. We appreciate the time and effort you took to tell us of your dissatisfaction in our product. We have documented your comments and will provide them to our product development team for review. If you feel that there is an issue with the electronic shifter in your Jeep, we recommend having a diagnosis done at your local Chrysler Dealership to ensure that it is working properly and they may be able to address the concern with putting the vehicle in the park position. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require technical assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Myranda

Customer Service Representative

Dodge Customer Assistance Center

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

Reassigned to DF314

NO DIAGNOSIS

Survey by-pass

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHGX	EH3	Open Date	01/21/2015	Built Date	08/13/2014
Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN		
In Service Dt	12/09/2014	Mileage	0	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	26769	HALL CHRYSLER JEEP				
Dealer Address	3152 VIRGINIA BEACH BLVD					
Dealer City	VIRGINIA BEACH			Dealer State	VA	Dealer Zip 23452
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	VIRGINIA BEACH VA				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Stayed in drive when put in park
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

CQI Survey Record Received - DATE : 01/21/2015

Survey Number : 4786939

Quality Survey ID Number:

Survey Date : 01/20/2015

VIN Last 8 : EH

CQI Comments : \Power shifter issues

Reason for customer contact

Customer has the following concerns:

- Please describe conditions when this trouble occurs: Shifting Gears
Please describe the other trouble you experienced: Power shifter
- Recommend vehicle without power shift. It s to hard to operate. I was in an accident and damaged vehicle as a result.

- Power Gear selector us hard to operate. Stayed in drive when put in Park. Hard to do three point turns

Customer s Preferred Method of Contact: phone or e-mail.

Customer Phone Number

Customer Email address:

Reason for assigning to Resolution Team: Customer contact required to find out if concerns have been resolved since completing survey, and if not advise customer to bring vehicle to the dealer for a diagnosis.

Dealer Code: 26769

Assigned to 86T

DEALERSHIP CONTACT: HALL CHRYSLER 26769 at 757-498-2200. Spoke with Sandy (Service Advisor) who stated that the vehicle has not been to the dealership for any concerns.

Status update provided via email to the following email address:

m

Hi Mr.

I am following up with you regarding a survey you recently completed regarding your 2014 Dodge Charger. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

I see by your survey that you have taken your vehicle to the dealership to have the concerns diagnosed. If you are still having concerns with your vehicle, we recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Dodge, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at: 800-423-6343.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,

Barb

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCABG6	DH	Open Date	01/23/2015	Built Date	04/11/2013
Model Year	2013	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN		
In Service Dt	04/26/2013	Mileage	51,354	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	82114	GELCO CORP. ICO CHRYSLER LLC. (RL)				
Dealer Address	4300 SOUTH LAPEER RD					
Dealer City	ORION TOWNSHIP			Dealer State	MI	Dealer Zip 48359
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ROCHESTER HLS MI				Country	UNITED STATES

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

Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default

CQI Survey Record Received - DATE : 01/23/2015

Survey Number : 4779500

Quality Survey ID Number: 2

Survey Date : 01/22/2015

VIN Last 8 : DH6

CQI Comments : Electronic shifter

customer concern:

- You have to be very careful when you shift into park, sometimes it doesn't and it did cause me to get into an accident.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH8	EH1	Open Date	02/04/2015	Built Date	10/17/2013
Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN		
In Service Dt	04/08/2014	Mileage	10,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PRY	REDLINE 3 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45056	HELFMAN DODGE INC				
Dealer Address	7720 KATY FREEWAY					
Dealer City	HOUSTON			Dealer State	TX	Dealer Zip 77024
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HOUSTON TX				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine on and off
Product - Transmission / Transaxle - Unknown - Other - Default	Customer alleges the vehicle jumps out of gear.
Product - Electrical - Starter - Other - Default	No start issue
Corporate - Company Information Contact - Default - Default - Default	
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called in stating the vehicle has had previous issues that she believes relate to the transmission. Customer states the vehicle has hard shifting and will jump out of gear. Customer alleges she took it to DLR in the past and nothing was done to help get the vehicle repaired. Customer states she currently took the vehicle in to the DLR, however, they advised it d be 2-4 days before the vehicle would be diagnosed.

Briefly summarize what the customer is expecting:

Customer states she can t leave the vehicle there because she needs transportation. Customer is requesting rental vehicle. Agent advised at this moment Chrysler cannot offer or provide a rental at this moment because we do not know the cause to failure or have the vehicle s diagnoses. Customer states it is not fair to her because she didn t cause the issue, and she shouldn t be help responsible to pay for rental. Agent advised we can only offer possible reimbursement but cannot promise or guarantee anything because we don t know the damage the vehicle has.

****End structured narrative T2 - Beginning Narrative

* * * * * CASE MANAGER TEAM - District Q * * * * *

***** SPANISH *****

Customer is upset with the information provided by CM. Customer alleges that she cannot believe that Chrysler does not offer more assistance to their customer s. Agent advised because the last case was closed in August, we need an accurate up to date diagnoses, therefor we cannot provide a rental vehicle until the vehicle has a diagnoses. Customer requested for SUP. Agent advised they would inform of the same information as CM. Customer continued to request SUP.

Agent transferred caller to EM776 EXT 40553.

*****SUPERVISOR CALL*****

Customer stated the vehicle jerks. Customer stated the dealership was contacted and customer was advised it will take a few days. Customer requested a rental. Writer advised customer can pay out of pocket then submit for reimbursement at \$35/day for a CJDR. Customer stated she cannot afford it. Writer offered to contacted the dealership and request a rental for the customer. Writer advised if it s determined it s not a defect the customer would be responsible for the cost of the rental. Writer contacted HELFMAN DODGE. Writer was advised the service department is closed. Writer advised customer can call back and request for an agent to call the dealership. Customer agreed. Customer contacted the writer and stated that on 01/04/2015 she spoke

with an Agent from CAC that told her that CAC could get her a vehicle from the DLR while her vehicle is under diagnosis. Customer stated that her vehicle has a no start issue, that the check engine light comes on and off, and that her vehicle jerks. Customer also stated that on 2014 she took her vehicle to an IRF to do the repairs to the A/C due to the DLR had to many vehicles to repair before hers. Writer advised that CAC won't be able to provide a rental without a diagnosis and that the customer could contract her own rental and CAC could reimburse her if the diagnosis states that the issues with her vehicle are due to a manufacture defect and no due to external causes (IRF repairs). Customer understood. Writer will call back the customer after contacting the SM. DLR contact: Service Manager was off for the day. Service Advisor John stated that they didn't have any information of the customer's vehicle, that they didn't have any loaner available, and that the DLR needs at least 3 days to do a diagnosis due to the DLR is overwhelm with vehicles. SA also stated that writer should get in contact with the SM in order to ask for a rental for the customer while her vehicle is in diagnosis. SA provided the SM email: g.pena@helfmandodge.com.

Writer sent an email to the Service Manager requesting rental for the customer while her vehicle is at the DLR for diagnosis.

Customer contact at [REDACTED]: Writer informed that an email was sent to the SM requesting a rental for the customer while her vehicle is at the DLR for diagnosis. Writer informed that the customer case will be reopen and customer stated that she wants to work with the writer. Writer also advised that she will get in contact with the SM on 02/06/2015, and then writer will get in contact with the customer. Customer understood and expressed her gratitude with the writer.

***** Reopen *****

***** SPANISH *****

ISD: 04/08/2014

In warranty for basic

MVP: EC24N Essential Care

Household: 1 New, 0 Used

Email sent to Service Manager was not sent due to a problem occurred during the delivery of that message.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension: 40627. The reason for the dealer contact was to provide or request the following information: to ask if DLR can provide rental to the customer while the diagnosis is running.

DLR contact: Service Manager was not available. Service Advisor John stated that the SM email might be: george.pena@helfmandodge.com. Writer asked if SA can talk ask the SM a callback to writer. SA stated that he would inform writer's request to the SM. Writer verify that SA had writer's contact information.

DLR Contact: Writer attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension: 40267. The reason for the dealer contact was to provide or request the following information: Lines 78-80.

DLR Contact: Writer attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension: 40627. The reason for the dealer contact was to provide or request the following information: Lines 78 - 80.

DLR contact: Service Advisor Brian stated that the Service Manager should be contacted by email and provided his email: g.pena@helfmandodge.com.

Writer sent the email to the Service Manager, requesting a rental or a loaner for the customer while her vehicle is at the DLR for diagnosis.

***** Per line 40: CONTACT UPDATE - Customer was contacted today at the phone number [REDACTED]. Customer was provided with agent's extension: 40627.

Customer contact at [REDACTED] 1: Writer informed t lines 96-97, and that writer is waiting for the Service manager answer. Writer will follow up with the customer on 02/10/2015. Customer understood.

Service Manager George sent an email to the writer stating that the DLR's shop load is at its maximum capacity, and SM recommended another dealer nearby. SM also stated that they are limited in tech capacity and parking spots.

Customer contact at [REDACTED] Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension: 40627, and writer informed that the DLR 45056, HELFMAN DODGE CHRYSLER JEEP, shop had load at its maximum capacity and won't be able to

run the diagnosis in a timely manner. Writer wanted to talk with customer to look into a different DLR to work with.

Customer contact at [REDACTED]: Writer attempted to contact customer, however customer was not available. Writer couldn't leave a VM to the customer due to the customer's phone didn't have the option.

Customer contact at [REDACTED]: Writer attempted to contact customer, however customer was not available. Writer couldn't leave a complete VM to the customer, while writer was leaving a VM the call was disconnected.

Customer contact at [REDACTED]: Writer attempted to contact customer, however call was dropped by customer.

Customer contact at [REDACTED]: Writer attempted to contact customer, however call was dropped by customer.

Customer contact at [REDACTED]: Writer attempted to contact customer, however customer was not available. Writer couldn't leave a complete VM because the VM was cancelled.

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

Reopen

Customer contacted the writer because the writer couldn't get in contact with the customer after 02/06/2015. Writer informed to the customer that the case was reopened to keep working on it. Writer advised to the customer that writer will try to get an appointment with any close DLR.

Customer stated that she can take her vehicle to any DLR on 03/05/2015.

Writer will follow up with the customer by text messages on 02/26/2015 to the phone number [REDACTED]. Possible DLR to make appointment:

44454, ALLEN SAMUELS DODGE CHRYSLER JEEP: 713- 343-8000.

45057, GULFGATE DODGE CHRYSLER JEEP INC: 281- 477-6767.

21070, SAM WHITE MOTOR HOMES: 713- 771-2511.

44231, DEMONTROND AUTO COUNTRY: 281- 443-2500.

DLR 44454, ALLEN SAMUELS DODGE CHRYSLER JEEP contact: Service Advisor

Mike stated that the DLR doesn't have a transmission technician, thus is not worth it to schedule an appointment with them.

DLR 21144, DEMONTROND BUICK COMPANY contact: Phone number no longer in use.

DLR 21070, SAM WHITE MOTOR HOMES contact: Writer was unavailable to get in contact with someone.

DLR 44231, DEMONTROND AUTO COUNTRY contact: Writer was on hold for around 4 minutes without being able to talk with any service advisor.

DLR 44231, DEMONTROND AUTO COUNTRY contact: Writer attempted to schedule an appointment but writer was redirected to a VM.

DLR 44231, DEMONTROND AUTO COUNTRY contact: Writer was able speak with the Service Advisor Lee and schedule an appointment for the customer for 03/05/2015 at 05:00 pm. Writer provided the customer contact information, the CAIR# and the writer contact information.

Customer contact at [REDACTED]: Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension: 40627. Writer informed lines 151-154 and advised to the customer to go to the DLR 44231 to do the diagnosis.

[REDACTED] 1 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8653KH*****

Su cita con el concesionario DEMONTROND AUTO COUNTRY, ubicado en 888 IH 45 South, Conroe, TX 77304, telefono: 281-443-2500, es para el dia 03/05/2015 a las 5pm

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

Text message translation: Your appointment with the DLR DEMONTROND AUTO COUNTRY, at IH 45 South, Conroe, TX 77304, phone number: 281-443-2500, is for 03/05/2015 at 05:00pm

CONTACT UPDATE - Customer was contacted at [REDACTED]. Customer was provided with agent's extension: 40627.

Customer contact at [REDACTED] 1: Writer attempted to contact customer, however, customer was not available. Writer attempted to leave a VM but the option was cancelled.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8653KH*****

Su cita con el concesionario DEMONTROND AUTO COUNTRY, ubicado en 888 IH 45 South, Conroe, TX 77304, telefono: 281-443-2500, es para el dia 03/05/2015 a las 5pm

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

Text message translation: Your appointment with the DLR DEMONTROND AUTO COUNTRY, at IH 45 South, Conroe, TX 77304, phone number: 281-443-2500, is for 03/05/2015 at 05:00pm

**Call received at 18:44 03/03/2015: Customer contacted the writer.

Customer stated the her schedule at her job changed and that she won't be

able to take her vehicle to the DLR DEMONTROND AUTO COUNTRY, as she agreed before (lines 129-139). Customer stated that she will cancel the appointment with the DLR DEMONTROND AUTO COUNTRY. Writer advised to get in contact with the DLR that she would like to work with and then call back the writer to let the writer know when the customer will take her vehicle to the DLR and let the writer know which DLR. Customer request to the writer a text message with her CAIR information. Writer advised that CAC systems are down and that if writer can't send the information today, writer will send it on 03/03/2015.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8653KH*****

Su numero de caso es el [REDACTED] Mi numero de contacto: 800-763-8422

Ext.: 40627. Kattia Dodge CAC

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

Translation

Your case# is [REDACTED]. Mi contact number is 800-763-8422 Ext.: 40627.

Kattia Dodge CAC

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8653KH*****

Favor contactarse conmigo cuando tenga una cita para hacer el diagnostico en el concesionario de su preferencia. Kattia Dodge CAC.

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

Translation

Please contact me when you have an appointment to do the diagnosis at your prefer DLR. Kattia Dodge CAC.

Customer contacted the writer to inform that the customer decided to go the appointment at the DLR 44231, DEMONTROND AUTO COUNTRY. Writer advised to contact the writer once the customer is at the DLR.

Vehicle is at the dealership - DEMONTROND AUTO COUNTRY (44231)

Update triggered by S23536E

Customer contacted the writer because customer was at the DLR DEMONTROND AUTO COUNTRY (44231) and the customer stated that she was told that she

didn't have an appointment. Writer spoke with Service Advisor Lee and writer remind the SA lines 151-154. SA Lee stated that the technician won't be able to run the diagnosis today and that the DLR might have the diagnosis on 03/09/2015. Customer expressed her frustration of having to wait for more than 3 day to have a diagnosis. Writer advised to the customer that a rental will be provided but the SA Lee stated that the offices were closed and that they wouldn't be able to provide rental to the customer. Writer Advised to the customer that CAC will provide rental to the customer but that the customer should decide the DLR that she would like to work with. Customer decided to work with the first DLR HELFMAN DODGE CHRYSLER JEEP. Writer will get in contact with the first DLR to schedule an appointment to run the diagnosis.

DLR contact: Service Advisor Caleb scheduled an appointment for the customer for 03/16/2015. SA stated that the customer can get in contact with him at: 713-533-6265. SA also stated that the diagnosis for the transmission could take between 3 to 5 days and that the DLR will not provide a rental. Writer is aware of that.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8653KH*****

Su cita con HELFMAN DODGE es para el 03/16/2015 a las 7:30 am. Puede confirmar su cita con el Agente Caleb al 713-533-6265.

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

Translation

Your appointment with the DLR HELFMAN DODGE is for 03/16/2015 at 7:30 am.

You can confirm you appointment with SA Caleb at 713-533-6265.

MAP4N Contract created. Contract number is [REDACTED]

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8653KH*****

Recuerde que su cita con HELFMAN DODGE es para el 03/16/2015 a las 7:30 am. Para tener un vehiculo rentado, solo pidalo al concesionario. Kat Dodge CAC

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

Translation

Remember that your appointment with the DLR HELFMAN DODGE is for 03/16/2015 at 7:30 am. To have a rental you only have to ask for it to the DLR. Kat Dodge CAC.

Customer contacted the writer to verify her diagnosis appointment. Writer advised to the customer that her appointment was for today 03/16/2015 at 07:30. Customer apologized for forgetting her appointment, even though the writer sent 2 text messages to remind her. Customer will schedule her appointment at her convenience time and let the writer know when it would be.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8653KH*****

El numero de contacto del departmanento de Contratos de Servicios es 800-521-9922. Favor informarme cuando sera su cita con el concesionario.

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

Translation

The contact number of the Service Contract Department is 800-521-9922. Please let me know when you appointment will be.

Customer contact at [REDACTED] customer stated that she couldn t get in contact with the DLR to schedule an appointment and that the customer will contact the writer and provide that information.

Customer contact at 8 [REDACTED]: Customer stated that the DLR told the customer that the DLR told the customer that in order to run the diagnosis to her vehicle, the vehicle needs to have the lamp on. Customer alleged that the DLR told her that they will need at least 2 days to run the diagnosis. Writer advised to the customer that the case should be close because the diagnosis didn t occur. Customer understood. Writer attempted to contact the Service Manager however, SM was not available. Writer left a VM to the general Manager informing that one of the service advisor denied to run a diagnosis to the customer because her vehicle didn t have a check engine lamp on. Writer left a VM to the Service Manager providing the same information and requesting to schedule an appointment to the customer. Writer informed to the customer that the case will be close and that once the customer schedules an appointment with the DLR, a new case will be open when the customer contacts CAC. Customer stated that she didn t like the service form the DLRs and that during the time that she was there, nobody asked her if she needed something. Customer stated that she was thinking of replace the vehicle due to the DLRs service and because they didn t show interest on assisting her. Writer informed that he concern was documented and that writer will try to contact one more time the DLR. Customer understood and agreed.

DLR contact: Writer attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension: 40627. The reason for the dealer contact was to provide or request the following information: to schedule an appointment for the customer to run the diagnosis, because is an intermittent issue.

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

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass - No Diagnosis

[REDACTED] has been deactivated for text message communication.

Customer stated they were at the dealership for the oil change and she was charged for it, customer stated they have a SC for oil changes, writer advised the SC for the oil changes has been expired. Writer provided the SC contact information.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG8	DH7	Open Date	02/11/2015	Built Date	06/13/2013
Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
In Service Dt	07/15/2013	Mileage	14,882	Dealer Zone	74	DENVER
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PWD	IVORY TRI-COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60163	FREMONT MOTOR ROCK SPRINGS, INC				
Dealer Address	1900 FOOTHILL BLVD					
Dealer City	ROCK SPRINGS			Dealer State	WY	Dealer Zip 82902
Owner						Contact Type LETTER
Address	82					Home Phone
					Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Dealer - By-Pass - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

Product - Unknown - Unknown - Insurance / Subrogation - Default

POSTMARK DATE: 020515; DATE RECEIVED: 021115

State Farm claim DOL 1-28-2015

Blaming roll from park incident on a transmission recall? Only Recall on this unit is P60.

VEHICLE IS LOCATED AT:

Zanetti Prestige Collision

1002 Pilot Butte Avenue, Rock Springs, WY 82901

Phone:(307) 382-9247

Per OGC Matrix, reassigned to 82T.

P60 ALTERNATOR SAFETY 12/01/2014 INCOMPLETE

2/12/15 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 02-12-2015 09:45

CAIR NUMBER E-MAIL SENT TO EAA 02-12-2015 09:46

CCRG Open Date: 02/12/2015 08:53:40

Letter Sent: Acknowledgement 02/14/2015 11:03:14

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/25/15 AT 23:11:27

Letter Sent: Denial 03/04/2015

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG4	EH	Open Date	02/13/2015	Built Date	08/01/2013
Model Year	2014	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	12/23/2014	Mileage	2,109	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	43939	RAY BRANDT DODGE CHRYSLER JEEP				
Dealer Address	1660 WESTBANK EXPY					
Dealer City	HARVEY			Dealer State	LA	Dealer Zip 70058
Owner					Contact Type	LETTER
Address					Home Phone	
	HAZLEHURST MS 4				Country	UNITED STATES

Product - Brakes - Unknown - Other - Unknown	Slipped out of parking break
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	
Product - Unknown - Unknown - Accident - Default	
Recall - P60: ALTERNATOR - Other	

Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle slipped out of park and slammed into another vehicle.

Dealer cannot figure out what is wrong.

Briefly summarize what the customer is expecting: Customer seeking a fix for her issue.

Reason for special handling request: Customer states she parked her vehicle in a parking lot and when she came back her vehicle was on the other side of the parking lot and it slammed into another car. Customer states she had a witness say that the vehicle sat for some time before it started to roll. Dealer states they couldn't figure out what was wrong.

Current location of the vehicle: Dealer

Date of last repair attempt:

Customer's preferred method of contact: Phone

Dealer code (if applicable): (43939)

Dealer personnel involved (if applicable): SA Mike.

Assigned case to ?88FA™ for Special Handling

**

2.13.15

'vehicle slipped out of park and slammed into another vehicle'

Current location

Dealer Code: 63-43939 RAY BRANDT DODGE CHRYSLER JEEP RAM

1660 WESTBANK EXPY

HARVEY, LA 70058

Dealer Phone : 504-363-1999

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, DRB CODES, POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, TGK

CAIR NUMBER REQUEST EAA INSPECTION 02-13-2015 12:59

CAIR NUMBER E-MAIL SENT TO EAA 02-13-2015 13:00

Dealer called stating that he still has the customer's vehicle and that he is unsure of what to do. Agent advised that he would note on the case that he was seeking a call back to advise what to do with the vehicle.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/24/15 AT 12:37:17

Dealer 43939 (SM) Terry calls and wants to know what he should do with the rental car which the customer is in and wants to know who is going to

pay for it and asking for a call back from the CM to call him ASAP at 504-628-0820 (Cell) to find out if he should take away the rental from the customer and make sure the bill will not pile up.

2/26/15

ROLLFROMPARK.JSS Letter requested this date.

I called the dealer SM as a courtesy and advised we are not assuming responsibility/rental for this case. Refer to Insurance company

POSTMARK DATE: 022615; DATE RECEIVED: 022615

ROLLFROMPARK.JSS Letter mailed this date.

POSTMARK DATE: 041615; DATE RECEIVED: 041615

4/17/18

SD card sent . New Orleans Convention Center Security Video.

Document Retention

POSTMARK DATE: 041715; DATE RECEIVED: 041715

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG0EH	Open Date	02/23/2015	Built Date	04/08/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	08/19/2014	Mileage	11,000	Dealer Zone	70
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PX8	GLOSS BLACK			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	26821	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	10055 W PAPAGO FREEWAY				
Dealer City	AVONDALE		Dealer State	AZ	Dealer Zip 85323
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	PHOENIX AZ			Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Customer advised vehicle jerks when he shifts from park to drive.
Product - Transmission / Transaxle - Unknown - Complete Failure - Default	Customer advised his transmission was replaced at 5000 miles.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler as he wants his vehicle bought back.

Briefly summarize what the customer is expecting: Customer is expecting to have his vehicle bought back.

Customer advised there s something wrong with the shifter.

Customer advised he was backing up and almost hit something as the vehicle was supposed to be in park but it wasn t.

Customer advised it didn t click into park.

Customer advised that when he puts the vehicle into drive, it jerks.

Customer feels the vehicle is not safe.

Customer advised he contacted an attorney regarding lemon law.

Customer advised he has been without the vehicle for 30 days.

Agent contacted Dealer #26821 and spoke with Mike.

Mike advised it is not a recurring issue.

Mike advised the transmission was replaced at 5000 miles.

Mike advised he has a headliner to replace.

Mike advised the windshield has to come out to do it so customer is waiting for free time to get it done.

Mike advised he doesn t know anything about shifter issue.

Mike advised he doesn t know anything about the jerking issue.

Mike advised he has brought the vehicle in for plastic rivets on rocker cover, the chrome on radio bezel was bubbling, weather strips inside the trunk and the top edge of door sticks out.

Mike advised, as far as he knows, vehicle has been running fine ever since.

Agent advised the customer that we encourage our customers to work with the dealerships to repair the vehicles.



Agent advised that since none of the customer s current issues have been presented to the dealer, CAC would appreciate him giving the dealership the opportunity to address these issues.

Customer advised he would.

Customer asked for the case number to be emailed to him.

Agent advised if he had more issues with the vehicle, to please contact us.

Status update provided via email to the following email address:


 Your case # is .

Thank you for your time today. All of your concerns have been documented.

If you have further issues, please feel free to contact us any time, we are open 24/7.

Thank you.

Sue

End of Status Update

Reassigned to [REDACTED] for survey bypass - no diagnosis.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG4EH	Open Date	03/02/2015	Built Date	11/22/2013
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	09/20/2014	Mileage	8,369	Dealer Zone	71 LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PDC	PEWTER GREY PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	45485	ROGERS & ROGERS CHRYSLER JEEP			
Dealer Address	2329 US HIGHWAY 86				
Dealer City	IMPERIAL	Dealer State	CA	Dealer Zip	92251
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	HAWTHORNE CA		Country	UNITED STATES	

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Seizes, Sticks, Binds - Default	Stuck In Park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer was transferred through from Clode with Chrysler Directory. Customer advised agent that his vehicle is stuck in the park position. Customer stated that when he first started the vehicle the check engine light illuminated.

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Customer stated that he then tried to start the vehicle and the Service shifter light then illuminated as well. Customer stated he would need to have the vehicle towed into the dealership.

Briefly summarize what the customer is expecting: to have the vehicle towed into the dealership.

Customer stated that he didn't have an address to where he was located and that once he found one that he would contact us back so that we could get in touch with Roadside Assistance for him.

-

Agent provided customer with the case number phone number to contact us back and roadside assistance number.

Survey By Pass No Diagnosis.

Customer contacted asking what warranties were available on the vehicle. agent stated that he is still under all warranties. Agent stated that the DLR will diagnose the issue. Agent stated that the DLR will then place the Concern under the warranty that best suits. Customer thanked the agent and disconnected the call

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAGG9EH	Open Date	03/03/2015	Built Date	05/27/2014
Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
In Service Dt	07/26/2014	Mileage	13,473	Dealer Zone	42 DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	45634	SUBURBAN CHRYSLER DODGE JEEP RAM			
Dealer Address	32850 FORD ROAD				
Dealer City	GARDEN CITY		Dealer State	MI	Dealer Zip 48135
Owner				Contact Type	LETTER
Address				Home Phone	
	LIVONIA MI			Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	
Product - Transmission / Transaxle - Unknown - Other - Default	
Product - Unknown - Unknown - Accident - Default	

Owner claims he has a faulty shifter. He put vehicle in park got out of car and it rolled into another vehicle. Vehicle is at Suburban Garden City contact Dale Liske at 734-421-5700. Please inspect for fault of accident.jad

3.3.15

'He put vehicle in park got out of car and it rolled into another vehicle'

Vehicle is at

Suburban Garden City, Dealer Code: 42-45634

32850 FORD ROAD

GARDEN CITY, MI 48135

contact Dale Liske at 734-421-5700.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, DRB CODES, POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, TGK.

CAIR NUMBER REQUEST EAA INSPECTION 03-03-2015 13:18

CAIR NUMBER E-MAIL SENT TO EAA 03-03-2015 13:19

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/12/15 AT 15:39:56

3.13.15

NOTLEDTOBELIEVE.DRM Letter requested this date.

POSTMARK DATE: 031315; DATE RECEIVED: 031315

NOTLEDTOBELIEVE.DRM Letter mailed this date.

POSTMARK DATE: 032015; DATE RECEIVED: 032015

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG2	CH	Open Date	03/10/2015	Built Date	06/07/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	06/11/2012	Mileage	60,000	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Dealer	X7539	VANGUARD RAC HARLINGEN				
Dealer Address	6929 N. LAKEWOOD AVE STE 100					
Dealer City	TULSA			Dealer State	OK	Dealer Zip 74117
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LAKE ARTHUR LA				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default

Gear shifter is getting stuck in park.

Briefly summarize why the customer is contacting Chrysler: Customer stated that she has been having issues with her gear shifter, and had found online that there is a recall for the issue.
 Briefly summarize what the customer is expecting: Customer wanted to know if the K39 recall applies to her vehicle.
 Agent advised the Customer that the K39 recall does not apply to her vehicle, but she does have the M30 recall which will need to be completed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXH8	DE	Open Date	03/11/2015	Built Date	01/02/2013
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	10/11/2013	Mileage	17,170	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXT	PHANTOM BLACK TRI-COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	43012	CERRITOS DODGE INC				
Dealer Address	18803 STUDEBAKER ROAD					
Dealer City	CERRITOS			Dealer State	CA	Dealer Zip 90703
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PLACENTIA CA				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default	Knob and cover
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Shifter assembly
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	transmission needing service light
Product - Transmission / Transaxle - Gear Selector / Linkage - Complete Failure - Default	vehicle will not go into park.
Corporate - Rental Vehicle - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:

Owner's mother is calling stating that her daughter's vehicle will not shift into park and she has been waiting for 2.5 hours for Chrysler roadside service to come. Originally they came with the wrong kind of truck and had to send another truck.

Owner's mother is who purchased the car along with another vehicle VIN DH [REDACTED] that is currently having transmission issues for the second time as well.

Briefly summarize what the customer is expecting:

Customer is seeking these issues to be resolved.

*****Line 7 should read VIN DH [REDACTED]*****

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Towed to dealer 03/11/2015

Has the vehicle been diagnosed by a CDJ dealer? currently in progress

If a CDJ dealer has diagnosed, what is the dealer name or code? 43012

Is the customer in a rental? no

Who authorized?

Reassigned to 88F

Vehicle is at the dealership - CERRITOS DODGE INC (43012)

Update triggered by S35746N

Please see CAIR [REDACTED] for related information.

*****CASE MANAGEMENT DISTRICT O*****

Vehicle is within warranty

1 Chrysler vehicles in household, 1 new and 0 used

MVP Contracts = None

Customer original owner

Customer email: [REDACTED]

Agent attempted to contact dealer Service Manager Chet, however, SM not available. Left message for a return call at extension 40655

The reason for the dealer contact was to provide or request the following information: Writer is seeking to find out if the vehicle is currently at the dealership. Writer is requesting a callback at 800-763-8422 ext.40655 to discuss case.

Writer contact the service department at 562-402-5335 speaks with SA Bryan that explains the vehicle was dropped off yesterday. Customer was placed in a rental yesterday. Customer has a SC that will cover the

rental until 03/16/15. SA explains that there is a lot of codes that are coming up but transmission tech will have to verify and diagnosis the vehicle. Writer is requesting a callback at 800-763-8422 ext.40655 with any updates. SA is requesting a callback 03/16/15.

Writer attempts to contact customer at [REDACTED] leaves a voicemail stating to be customer CM. Writer is requesting a callback at 800-763-8422 to discuss case further. Writer will follow up on 03/13/15. Status update provided via email to the following email address:

[REDACTED]
My name is Patty and I have been assigned as your Case Manager. This email is conformation that your case, [REDACTED] successfully escalated to me. After I review the details of your case I will be calling you at your preferred [REDACTED] My office hours are 7:15 am to 3:45pm MST, Monday Friday. My contact information is 800-763-8422 ext. 40655.If your preferred telephone number mentioned above isn t correct, please reply with the correction. I will follow up with you on 03/13/15 with any updates about your case. Thank you for contact dodges customer care.
End of Status Update

CONTACT UPDATE - Customer was contacted today at [REDACTED]
Customer was provided with agent s extension: 40655.
Status update provided via email to the following email address:

[REDACTED]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 40655.
Thank you for contacting dodge customer care.

End of Status Update

Brian calling for ext. 40655

Agent transferred to 800-763-8422 ext.40655

Writer received a call from SM Bryan requesting some rental assistance. Writer explains to cover 5 days. Writer will cover rental from 06/16/15-03/21/15.

Customer seeking rental assistance because vehicle is being diagnosed. Contacted Service Manager, Bryan at 43012 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per Warranty guidelines
Rental authorization will be processed by CAC. Writer will cover rental from 03/16/15-03/21/15.

REASSIGNED TO BC/DLR 71 43012 03/16/15 16:40 O [REDACTED]
Writer attempts to contact customer at [REDACTED] leaves a voicemail advising customer that CM will cover more of the rental because the vehicle is still in the progress. Writer is requesting a callback at ext.40655 if there are any questions. Writer will follow up on 03/20/15.
MISS [REDACTED] calls to speak with their Case Manager.
Transferred the customer to PI41 at ext 40655.

Writer received a voicemail from customer requesting a callback at [REDACTED].

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is transmission light advises customer that transmission needs service and the vehicle is unable to go into park
Action requested: Open a STAR case

Please update this CAIR with resolution.

#####

Writer attempts to contact SA Bryan at 562-402-5335 leaves a voicemail requesting a STAR case to be open. Writer is requesting a callback at ext.40655.

Writer received a call from customer stating that Bryan has advised customer to pick up the vehicle. Customer doesn t feel comfortable picking up the vehicle because of the vehicle not being able to go into park and also a concern with the transmission like coming on for servicing. Customer needs to make sure that concerns are addressed because she doesn t want to be going in and out of the dealership. Customer explains to be in a rental vehicle. Writer advises to assist with rental until 03/21/15. Writer will follow up on 03/18/15.

***** Following Corporate Resource has been contacted *****

TAPS

on 2015-03-18 @ 12:14

Writer received a call from a call from Bryan advising CM that no concerns were duplicated. Writer is advising a STAR case to be open with all the feedback of the concerns and what SA has found. SA explains to find a few things that were place correct but after that nothing has been duplicated.

CAIR ESCALATION UPDATE

SEE STAR CASE# 100282199 FOR INFORMATION

Writer attempts to contact SM Chet at 562-402-5335 leaves a voicemail advising SM to update STAR case [REDACTED] 9. Writer is requesting a callback at 800-763-8422 ext.40655 to discuss case.

Writer attempts to contact SA Bryan at 562-402-5335 leaves a voicemail advising SA to update STAR case 100282199. Writer is requesting a callback at 800-763-8422 ext.40655 to discuss case.

Writer contacts customer at [REDACTED] to advise customer to have gotten our internal resources involved with customer case. Writer advises that at this time there isn't any update but as soon as there is an update CM will be touching bases again. Customer states to have received a call from SA Bryan today advising customer that vehicle is still being worked on because of the safety concerns. Customer feels like SA was pushing customer to pick up the vehicle until CM was contacted. Writer understands customer and advises to keep working on customer case.

Writer attempts to contact SM Chet at 562-402-5335 leaves a voicemail requesting SM to update STAR case [REDACTED]. Writer is requesting a callback at ext.40655.

Writer attempts to contact SA Bryan at 562-402-5335 leaves a voicemail requesting SM to update STAR case [REDACTED] Writer is requesting a callback at ext.40655.

Writer contacted dealer 43012 and spoke to SA Bob as SA Bryan is out today. SA Bob states repairs appear to be complete but not sure, writer advised there is no activity on star case. Writer advised case was assigned to them and gave CM call back information.

Writer contacted customer, advised her there was progress on repairs but didn't have all the information as SA Bryan is out. Writer advised expect a call from SA Brian and CM Patti on 3/20/2015, customer thanked writer.

Writer contacts SA Bryan at 562-402-5335 to see if the STAR case can be updated. SA explains to not know how to look up STAR case for more information. TA Hector will be the one to have access to the STAR case.

Writer provides STAR case [REDACTED]. Writer will like STAR case updated.

Writer explains to follow up later on today.

Writer received a voicemail from SA Bryan stating that he was unable to find STAR case but his discussed case over with TA and a shifter has been order for customer. SA is requesting rental extended until 03/24/15. SA is requesting a callback

Write contacts SA Bryan that explains after replacing the shifter they will be testing the vehicle to make sure there aren't any codes showing. SA explains that parts are in LA so will arrive tomorrow. Writer explains to extend customer rental until the 25 of this month. Writer will follow up on 03/25/15.

Writer contacts customer at [REDACTED] to provide up dates for customer. Customer is advised that rental has been extended until 03/25/15. Customer states to be paying an extra \$10.00 per day for the rental that she is currently in. Writer advises customer to cover up to \$35.00 per day if customer is in a Chrysler product. Writer advises customer to contact enterprise of SA Bryan. Writer will follow up on 03/25/15.

Writer received a voicemail from customer stating that SA Bryan states CAC will only cover \$30.00 per day for the rental. Writer will like CM to contact SA and then customer to confirm how much well customer is paying for the rental vehicle. Writer is requesting a callback at [REDACTED]

Writer contacts SA Bryan at 562-402-5335 to see if the customer vehicle is ready to pick up. SA explains that all repairs have been completed.

Writer was discussing rental with Bryan and was advised that customer was first placed in a regular vehicle then customer went into an SUV. CAC will cover up to \$35.00 a day but SA states to discuss things with enterprise. Writer is requesting a callback from Bryan to make sure everyone is in the same page before CM reaching out to the customer.

Was the customer in a rental? If yes, how many days? 14 days 5 days SC covered rental and 9 days CAC covered the rental. CAC covered rental from

03/16/15-03/25/15.

Did the customer have a co-pay? If yes, how much? No

What is the RO #? [REDACTED]

Does the SM have the CAIR #? If no, provide it. Yes

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim? Yes

Writer received a voicemail from SA Bryan requesting a callback to discuss customer rental.

Writer received a call from customer stating to want to discuss rental assistance. Writer explains that CM covered rental from 03/17/15-03/25/16 writer advises that CM will cover up to \$35.00 per day. Customer states to be unsatisfied with the lack of communication. Customer is states to be fostered and can t wait to get this over with because the dealership is around 2-3 hours away from her home. Customer is so upset the call is disconnected.

Writer contacts SA Bryan to advise that customer is on her way to pick up the vehicle. Writer advises SA that customer is upset. Writer will be touching bases with customer again on 03/26/15.

Writer received a voicemail from SA Bryan stating customer is up.

Customer is upset with CAC and maybe we can take a look into an oil SC.

Writer attempts customer at [REDACTED] leaves a voicemail stating to want to make sure that customer is satisfied with the repairs that the dealership has made. Writer apologizes for all of customer concerns.

Writer states to want to discuss an offer with customer and is requesting a callback at 800-763-8422 ext.40655. Writer will follow up on 03/31/15.

Writer attempt to contact SA Bryan leaves a voicemail advising SA that voicemail has been received. Writer states to look into a SC for customer. Writer thanks SA.

Writer wants to offer oil SC.

Writer received a call customer stating to a really bad customer service at Cerritos dodge. Customer states that the vehicle was not washed after she was told that the vehicle has been repaired and washed. Customer states that the invoice provided to her didn t have any of her concerns or what was wrong with the vehicle. Customer states that the dealership has scratched the vehicle. Customer states that SA Bryan explains to attempt to buff out the damage but customer live 70 miles away from customer home and the will be a waste of time. Writer apologizes for customer experience. Writer will like to know how the vehicle is working so far. Customer states that the vehicle is working well so far but hopes nothing happens in the future. Writer advises customer to find a Chrysler approved dealership that she feels more comfortable with. Writer will fill a complaint with the dealership for customer regarding customer concerns. Writer will do more search and see if there is a SC that can be placed on customer vehicle. Writer will follow up on 03/31/15.

Writer attempts to contact customer at [REDACTED] leaves a voicemail requesting a callback at 800-763-8422 to discuss an offer. Writer will follow up on 04/02/15.

SC that needs to be offered is ECS312N 3 years 4 per year

Writer contacts customer at [REDACTED] 5 to see how the vehicle is working. Customer states that so far the vehicle I working well. Writer will like to discuss SC with customer. Customer accepts off but will like to know what needs to happen regarding the car wash the dealership promised her and the dealership buffing out the scratches that were added. Writer explains that customer will have to work that out with the dealership because another dealership is not going to take responsible for their acts. Writer explains to fill a complaint again the dealership. Customer states that the invoice provided to her didn t have the correct information. Customer states that the day the vehicle was towed the dealership a shifter error light came on after driving the vehicle for 10 minutes but after driving the vehicle doe another half an hour the transmission error message came on and stayed on. Customer states once she got to work the vehicle will not go into park. Customer states that the vehicle would still be in motion even with the clutch in the park setting. Customer explains that the paddle will move but not register customer request. Customer states to be seeking that in the invoice.

Writer advises to document it into her case. Customer is advised that once the case is closed it will be attached to the customer VIN. Customer provided new home address. Writer explains that CM will follow up no later than 04/09/15 to make sure SC has been added. Writer is requesting a callback if there is any concern before then.

ECS312N Contract created. Contract number is [REDACTED]
Writer attempts to contact customer at [REDACTED] leaves a voicemail advising customer that SC has been added. Writer explains to be closing case but advises customer to contact dodge in the future at 800-423-6343.
Was the customer in a rental? If yes, how many days? 9 days of rental paid by CAC
Did the customer have a co-pay? If yes, how much? No
What is the RO #? [REDACTED]
Does the SM have the CAIR #? If no, provide it. Yes
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG0	EH	Open Date	03/12/2015	Built Date	07/28/2014
Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN		
In Service Dt	01/22/2015	Mileage	0	Dealer Zone	70	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PXT	PHANTOM BLACK TRI-COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45625	SAHARA CHRYSLER JEEP DODGE RAM				
Dealer Address	5050 W SAHARA AVE					
Dealer City	LAS VEGAS			Dealer State	NV	Dealer Zip 89146
Owner					Contact Type	TELEPHONE
Address	3				Home Phone	
	LAS VEGAS NV				Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default
 Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default
 Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default

CQI Survey Record Received - DATE : 03/12/2015

Survey Number : 5117047

Quality Survey ID Number:

Survey Date : 03/05/2015

VIN Last 8 : EH

CQI Comments : after 13:00hrs PT

Reason for Customer contact:

Vehicle requires diagnosis

'Have you taken the vehicle to a dealer to have your trouble corrected?

No.'

Vehicle concerns:

Gear selector is difficult to operate (auto. trans.) - 'Going from Drive into Park sometimes is a hit or miss, even though the same gesture is performed on the stick Drive (D).'

Engine stumbles/hesitates/surges - 'Transmission takes a moment to engage, this happens intermittently.'

(preferred) Telephone:

Email:

Reassigned to 86T

Writer called dealership to discuss customers concerns but line to dealership will not go though

Writer called dealership to discuss customers concerns but line to dealership will not go though

Writer called dealership to discuss customers concerns but line to dealership will not go though

Writer called dealership to discuss customers concerns but line to dealership will not go though

Writer called dealership to discuss customers concerns but line to dealership will not go though

Status update provided via email to the following email address:

My name is Brian, and I am following up on a survey that you recently completed regarding your 2014 DODGE CHARGER.

Our records show that your vehicle has not been diagnosed by a Dodge dealership recently for the concerns you are experiencing, and the dealership was unaware that you were having issues with your vehicle.

We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Given the many variables involved, we are unable to diagnose your

vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Dodge, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at : 1.800.423.6343.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,

Brian

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG9	CH	Open Date	03/22/2015	Built Date	07/10/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	10/15/2012	Mileage	99,148	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	43680	DOTHAN CHRY-DODGE INC				
Dealer Address	4066 ROSS CLARK CIRCLE					
Dealer City	DOTHAN			Dealer State	AL	Dealer Zip 36304
Owner					Contact Type	TELEPHONE
Address					Home Phone	
DOTHAN AL					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Hard Shifting - Default	stuck in park, cannot shut vehicle off
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Briefly summarize why the customer is contacting Chrysler: Customer is calling Chrysler due to the vehicle being stuck in park and customer cannot shut vehicle off. Customer cannot find a dealership open. Customer is wondering how to get vehicle to shut off. Writer advised customer that we are not trained for this situation. Writer attempted to contact Uconnect to see if we could shut vehicle off that way but Uconnect assistant states that only works with 2013 or newer. Writer attempted to contact dealerships and mechanic shops but could not get through. Writer went to advise customer of this and customer states he got the vehicle to shut off. Writer advised customer to call back tomorrow if he needs assistance in getting the vehicle to the dealership for a diagnosis. Customer agreed.

Briefly summarize what the customer is expecting: seeking to shut vehicle off that is stuck in park.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG5	DH	Open Date	04/09/2015	Built Date	06/13/2013
Model Year	2013	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN		
In Service Dt	07/16/2013	Mileage	17,909	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	26723	DOUGLAS JEEP INC				
Dealer Address	2382 SOUTH TAMiami TRAIL					
Dealer City	VENICE			Dealer State	FL	Dealer Zip 34293
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ENGLEWOOD FL				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Frequently goes past gear
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default	

CQI Survey Record Received - DATE : 04/09/2015

Survey Number : 5384385

Quality Survey ID Number: 2

Survey Date : 04/08/2015

VIN Last 8 : DF

CQI Comments : \Gear shifter

Did Customer ask for call back? Yes - Automatically populated by customer

Did Customer specify Email or Phone: Yes

Customer s Preferred Method of Contact: phone or e-mail.

Preferred call back number is:

Preferred Email address:

Mileage Updated? Yes - Automatically populated by customer

Dealer code: 26723

Reason Codes Added? Yes

Summarize Customer concern: Customer concerned that the shifter will go past the selected gear but vehicle still in park

Is the Concern for Radio only? No

Is the Concern regarding a Fiat? No

Reassigned to: 86T

CASE UPDATE

DEALER CONTACT

Writer contacted dealer DOUGLAS JEEP CHRYSLER and spoke with SA Tim who states that the customer was last there on 1/23/2015 for an oil change.

Writer thanked them for their time and ended the call.

Status update provided via email to the following email address:

My name is Brian, and I am following up on a survey that you recently completed regarding your 2013 CHRYSLER 300C. I have contacted DOUGLAS JEEP CHRYSLER, and spoken with Service advisor Tim, who has advised that the last time you were at the dealership was 1/23/2015 for an oil change, however, you have not been back since, and the dealership was unaware that you were having issues with your vehicle. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Given the many variables involved, we are unable to diagnose your vehicle s problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Once you have been to a dealer to have your vehicle concerns diagnosed,

if you require further assistance from Chrysler, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1.800.247.9753.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,

Brian

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG8	DH	Open Date	04/20/2015	Built Date	12/21/2012
Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
In Service Dt	04/18/2013	Mileage	4,649	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PTW	LUXURY BROWN PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	23354	TOM WHITESIDE AUTO SALES				
Dealer Address	15921 US 62					
Dealer City	MT STERLING			Dealer State	OH	Dealer Zip 43143
Owner					Contact Type	TELEPHONE
Address					Home Phone	
GROVE CITY OH					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Vehicle has hard time shifting from park to neutral to drive
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that he has owned this car for two years, and he has known that he was going to have a problem with it, but it was recently that he actually experienced the problem. He states that he is looking for some information on the electric shift in the vehicle. He states that sometimes it takes 5-6 times before the vehicle will change gears for him. He states that he has to keep punching it to get it to go in the correct gear. He states that he took it to an automatic car wash where it s towed through. He states that he had to put the vehicle in neutral to go through and after it stopped at the end he had to attempt to shift it into drive two or three times before it would actually move. He states that he was rear ended 3-4 times in the car wash and has some paint damage now, but nothing severe. He states that sometimes the vehicle will lock and he will not be able to get it in reverse. He states that once he had to mess with the vehicle for about 10 minutes in the parking lot at a store to get it into reverse. Agent contacted Tom Whiteside Auto Sales (23354) and spoke with SA Steve who would be able to get the customer in for an appointment.

Briefly summarize what the customer is expecting: Customer seeking assistance with vehicle not shifting into correct gears. Agent advised the customer that he would have to get the vehicle to the DLR for a diagnosis as we cannot diagnose his vehicle over the phone. Customer thanked Agent for all the assistance before Agent warm transferred him to the DLR for further assistance. Reassigned to SG893 for Survey By-Pass.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG0	DH	Open Date	04/25/2015	Built Date	08/09/2012
Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
In Service Dt	08/23/2012	Mileage	17,000	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PWD	IVORY TRI-COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	26776	METRO CHRYSLER JEEP				
Dealer Address	1667 HARTFORD AVE					
Dealer City	JOHNSTON			Dealer State	RI	Dealer Zip 02919
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	JOHNSTON RI				Country	UNITED STATES

Recall - P60: ALTERNATOR - Advise Owner/Incomplete Recall

seeking technical assistance

Briefly summarize why the customer is contacting Chrysler: Customer was at the gas station the other day, when she was done pumping gas she got back in the vehicle and the shifter moved on the customer. Customer stated she thought she was seeing things. Customer then tried to put the shifter back in park but it wouldn't stay there. Customer's vehicle was showing an error message. Customer had the tow truck driver come get her vehicle. But they couldn't move the vehicle because of the error message that was showing. The tow truck driver decided to pull an orange cord, customer described it as something she would put business cards into. Customer's vehicle is still at the dealer. Customer said the dealer left her interior lights on all night which drained the battery. Dealer charged the battery and it's fine now. Dealer also replaced the customer alternator for the recall. Customer was looking for technical assistance. Customer doesn't think this was the cause of the recall.

Briefly summarize what the customer is expecting: Customer is looking for technical assistance.

Agent advised the customer we are not technically trained here.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG0	DH	Open Date	04/25/2015	Built Date	08/09/2012
Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
In Service Dt	08/23/2012	Mileage	17,453	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PWD	IVORY TRI-COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	26776	METRO CHRYSLER JEEP				
Dealer Address	1667 HARTFORD AVE					
Dealer City	JOHNSTON			Dealer State	RI	Dealer Zip 02919
Owner						Contact Type TELEPHONE
Address						Home Phone
	JOHNSTON RI					Country UNITED STATES

Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default	Shifter was stuck in park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle had to be towed to the dealer yesterday customer states that the vehicle was stuck in gear and the vehicle was in acc mode the customer states that by the time the dealer looked at the vehicle the battery was dead and they were unable to diagnose the issue because they codes are cleared out of the system customer states that the dealer is driving the vehicle today to try and diagnose the issue.

Briefly summarize what the customer is expecting: Customer seeking technical assistance

Agent advised customer that the agent is not technically trained agent advised customer that Chrysler customer assistance will be able to further assist the customer once the dealer is able to diagnose the issue. Agent advised customer that is the customer need further assistance that the customer can contact back.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCABG4	EH	Open Date	05/03/2015	Built Date	09/25/2013
Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN		
In Service Dt	12/26/2013	Mileage	1,360	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	66583	LANDMARK CHRYSLER JEEP INC				
Dealer Address	2331 PRAIRIE CROSSING DR					
Dealer City	SPRINGFIELD			Dealer State	IL	Dealer Zip 62707
Owner					Contact Type	LETTER
Address					Home Phone	
	SPRINGFIELD IL				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	vehicle turned on itself and went in gear, drove into a restaurant
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	vehicle turned on itself and went in gear, drove into a restaurant
Product - Unknown - Unknown - Accident - Default	vehicle turned on itself and went in gear, drove into a restaurant
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling in stating he s had an unbelievable issue with the vehicle and would like to make Chrysler aware of what s going on. Customer states he drove the vehicle to a restaurant for breakfast tomorrow and parked it out front. Customer states halfway through the meal the vehicle rolled into the front door of the restaurant, was found running and in gear. Customer states the vehicle had been turned off, in PARK, keys in pocket, and doors locked before heading inside. Customer states the vehicle has only a small dent in the front bumper and the front door of the restaurant has some minor damage, but no one was hurt. Writer informed customer case will be documented and escalated to Special Investigations for further review, and customer will be contacted by a CM within 2-3 business days. Writer provided customer with case number if he experiences any further issues, customer understood and thanked writer for all the help.

Briefly summarize what the customer is expecting: inform CAC of vehicle accident

COIN Updated & CAIR reassigned to 82S

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

SPRINGFIELD, IL,

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states

Preferred Email Address?

Date of Incident? 05/03/15

Per OGC Matrix, reassigned to 82T.

Customer called wanting to know if there was an update to the case. Agent advised that there are no updates at this time customer thanked agent.

5/6/15 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 05-06-2015 10:13

CAIR NUMBER E-MAIL SENT TO EAA 05-06-2015 13:29

Chat Incident #

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

Sandra: Hi e. How may I help you today?

██████████ Please update status re Case ██████████
Sandra: May I get you to verify your name, address, phone number and approximate mileage of the vehicle and the last eight digits of the VIN number please?

██████████ Springfield, IL
EH ██████████ 1350Miles

Sandra: Thank you for the information ██████████. Do you mind holding for a brief moment while I look into this for you?

██████████: OK

Sandra: Thank you for holding ██████████. Your file is in the correct department and a Case Manager should be in contact with you. There are no updates showing on our end but we would not see any from the other department.

Sandra: I can note the file that you chatted in with us and is expecting a callback as soon as possible.

██████████: Someone from Chrysler did contact me yesterday (by phone), asked the location of the car and that someone else would be coming to do an inspection. So am I on hold?

Sandra: The department would have that information. We would not have contact information and they will get back to you.

Sandra: I do apologize ██████████ I know it can be frustrating waiting for information.

██████████: Thanks. I ll ask who/where 'the department ' that can respond might be.

██████████ disconnected (Concluded by End-user).

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N):

If no, customer s current address:

Customer s current phone number (Daytime): ██████████

Customer s current phone number (Evening): ██████████

Customer s email address:

Any additional information:

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Per OGC Matrix, reassigned to 82T.

CCRG Open Date: 05/06/2015 09:56:29

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/09/15 AT 09:06:46 ██████████

5/11/2015 UPDATED CASE MANAGER TNT16 PGA

FILE RETURNED TO SI FOR RESOLUTION

5/13 Denial letter dictated.

POSTMARK DATE: 051315; DATE RECEIVED: 051315

5/13 Letter mailed.

customer is contacting Chrysler as customer would like to speak with CM from special investigation as there has been lots of news about the hacking of vehicle and would like to know if that is what caused the issue and also would like to inquire about a few scenarios.

Please review AC24709:

The Company is unaware of any injuries related to software exploitation, nor is it aware of any related complaints, warranty claims or accidents - independent of the media demonstration.

agent will contact customer and advise customer of lines 89-92.

agent will follow up with customer sometime tomorrow in regards to lines 89-92.

agent contacted customer and advised customer of lines 89-92.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG5EH	Open Date	05/04/2015	Built Date	07/31/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	10/14/2014	Mileage	5,000	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	60542	GWINNETT CHRYSLER DODGE JEEP RAM			
Dealer Address	5054 HIGHWAY 78				
Dealer City	STONE MOUNTAIN			Dealer State	GA Dealer Zip 30087
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	LOGANVILLE GA			Country	UNITED STATES

Product - Clutch - Unknown - Other - Default	faulty shifter
Corporate - Recall - Default - Default - Default	shifting recall inquiry

The customer called to see if she had a shifter recall on the vehicle because when it s put into park the vehicle still rolls and crashed. The agent apologized and expressed how thankful she was that no one was hurt and informed the customer that there are no recalls on the vehicle. The customer stated that she is very disappointed because she loves her car but after repairs she s gonna sell it because she s now afraid of it.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG4	CH	Open Date	05/05/2015	Built Date	06/05/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	12/17/2012	Mileage	45,700	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PTW	LUXURY BROWN PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	67323	STEPHENS AUTO CENTER				
Dealer Address	104 STEPHENS DR					
Dealer City	DANVILLE			Dealer State	WV	Dealer Zip 25053
Owner					Contact Type	TELEPHONE
Address					Home Phone	
VERDUNVILLE WV					Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Hard Shifting - Default	Customer states vehicle stuck in drive
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that they have been awaiting a tow however their vehicle is currently stuck in park and they are unable to shut the vehicle off as a result of this. Customer is concerned about having the vehicle towed with it in drive as it would be unsafe and could cause further issues at any time. Customer would like to know what can be done with this.

Briefly summarize what the customer is expecting: Customer seeking stuck in drive resolution

Agent advised that at this time there are no direct resolutions listed to fix this concern in our system

Customer would like to know if dealership contact could be made for technical assistance

Agent reviewed dealerships within a 50 mile radius and could not locate an available dealership at this time

Customer would like to know if there is any information available on when they should be receiving a tow

Agent connected customer with roadside to review information

Agent took liberty to attempt further outbound contact to DLR # 53806 and was unable to achieve a possible resolution from service department

Reassigned to PH314 for survey by-pass no diagnosis

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG0	EH	Open Date	05/12/2015	Built Date	10/06/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN		
In Service Dt	12/06/2014	Mileage	1,014	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	44254	BOB CALDWELL CHRYSLER JEEP DODGE				
Dealer Address	1888 MORSE RD					
Dealer City	COLUMBUS			Dealer State	OH	Dealer Zip 43229
Owner					Contact Type	LETTER
Address					Home Phone	
	COLUMBUS OH				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

COIN Updated & CAIR reassigned to 82S

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Columbus, OH,

LOCATION OF VEHICLE PHONE NUMBER:

What happened?: Customer states she and her husband were both in the house and he heard a loud crash outside. so when he went to look he found the vehicle that had been in park ended up moving while in the off position and crashed through their fence. Customer states she has both keys inside the house and there were no passengers or anyone near the vehicle.

Preferred Email Address? n/a

Date of Incident? 05/12/15

5/12/15

Jumps Out of Gear/Park

LOCATION OF VEHICLE :

Columbus, OH,

LOCATION OF VEHICLE PHONE NUMBER:

Reassigned to 82t for their review and handling. TGK

5/12/2015 assigned to tnt16 pga

CAIR NUMBER REQUEST DEKRA INSPECTION 05-12-2015 17:48

CAIR NUMBER E-MAIL SENT TO DEKRA 05-12-2015 17:49

CCRG Open Date: 05/12/2015 13:16:28

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/06/15 AT 12:08:28

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

****FILE RETURNED TO SI FOR RESOLUTION****

6/10 Contacted owner to discuss vehicle inspection and direct her to her local authorized dealer but owner already had the vehicle repaired through her insurance company. Advised owner her insurance company can file for subrogation for damages and deductible paid.

6/15 Owner s insurance company, Grange Insurance left writer a message.

Returned call to insurance adjuster leaving mailing address for

subrogation paperwork to be sent.

POSTMARK DATE: 062515; DATE RECEIVED: 070115

7/2 Contacted dealer and spoke with Shane in service who verified the body work completed but had not work orders for checking the parking pawl in the transmission. SHane agreed to have it checked if owner brought the

vehicle in. Writer agreed to cover diagnostic cost if they look at the vehicle and find no adjustment is needed.

Writer contacted owner who stated she is scheduled to take the vehicle in on Monday. Writer asked that she speak with Shane when she takes her vehicle in.

7/10 Left a message for Shane in Service to see if owner brought her vehicle in for the parking pawl to be looked at regarding concern of it not holding. Left direct line for return call.

8/19 Contacted dealer to see if owner had brought vehicle in for parking pawl to be checked. Owner did not. _

Writer has subrogation paperwork from Grange Insurance for repairs made to vehicle due to parking pawl failure that writer had agreed to covered. _

Processing reimbursement to Grange Insurance for the following:

Repairs \$675.46 completed by Bob Caldwell

\$500 Deductible

\$114.12 Rental

\$1,289.58 Total.

POSTMARK DATE: 082115; DATE RECEIVED: 082115

POSTMARK DATE: 082415; DATE RECEIVED: 082415

8/24 Dictated letter to insurance company.

8/25 Letter and check mailed to Grange Insurance.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG1	DH	Open Date	05/20/2015	Built Date	10/12/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	03/27/2013	Mileage	30,587	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	63159	CASS BURCH CHRYSLER				
Dealer Address	4164 NORTH VALDOSTA ROAD					
Dealer City	VALDOSTA			Dealer State	GA	Dealer Zip 31601
Owner						Contact Type LETTER
Address						Home Phone
	MADISON FL					Country UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer states vehicle was in an accident.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she has advised DLR 63159-CASS BURCH CHRYSLER (229-242-1540) several times in the past that her vehicle accelerates without prompting from Customer. Customer states the vehicle was in an accident 05/15/2015. Customer states she was parked, she ensured the vehicle was in Park, she exited the vehicle, and it began to roll after she exited the vehicle. Customer states she was advised to contact CAC as there is an incomplete transmission recall on her VIN.

Briefly summarize what the customer is expecting: Customer seeking to advise of accident. Customer seeking recall information.

Agent advised Customer that completed recall P60 is the only recall listed for this VIN. Agent advised Customer that her concerns will be documented and escalated.

COIN Updated & CAIR reassigned to 82S

Contact: ?

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: IRF Rountree Moore, 2588 US Highway 90 West, Lake City, FL 32055

LOCATION OF VEHICLE PHONE NUMBER 7386-752-8624™

What happened?: Customer states the vehicle was in an accident 05/15/2015. Customer states she was parked, she ensured the vehicle was in Park, she exited the vehicle, and it began to roll after she exited the vehicle.

Preferred Email Address?

Date of Incident? 05/15/2015

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J. PHOTOS, SCAN TOOL CODES POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS,

CAIR NUMBER 2 REQUEST EAA INSPECTION 05-21-2015 07:51

CAIR NUMBER E-MAIL SENT TO EAA 05-21-2015 07:52

Vehicle is at the dealership - SUNBELT CHRYSLER-JEEP-DODGE, INC. (67736)

Update triggered by S25242N

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/29/15 AT 16:08:55

POSTMARK DATE: 060215; DATE RECEIVED: 060215

Reviewed report and photos. No manufacturing responsibility found.

Dictated letter.

POSTMARK DATE: 060215; DATE RECEIVED: 060215

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAGG5EH	Open Date	05/26/2015	Built Date	06/05/2014	
Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN		
In Service Dt	08/09/2014	Mileage	10,000	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	67243	GOLLING CHRYSLER JEEP DODGE, INC.				
Dealer Address	2405 S TELEGRAPH RD					
Dealer City	BLOOMFIELD HILLS			Dealer State	MI	Dealer Zip 48302
Owner					Contact Type	TELEPHONE
Address					Home Phone	
WEST BLOOMFIELD MI					Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Ratchet Shifter
Corporate - Property Damage - Default - Default - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer is calling in to tell us that the Ratchet Shifter in this Chrysler 300S does not shift correctly.
 It does not want to go in park very good.
 Due to this he has had two accidents in which the vehicle is at his DLR s being repaired from his last accident due to the shifter not wanting to go/stay in park.
 He has had this car for about 7/8 months, he is leasing the vehicle, he loves the car but hates the transmission shifter.
 He wants Chrysler to take this one back and switch him over to the 2015 model which has the new shifter.
 Customer will be calling back once the vehicle is diagnosed.
 Briefly summarize what the customer is expecting:
 Expecting to be switch from this lease vehicle to a 2015.
 Reassigning to DF314 - No Diagnoses

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXJG1	DH5		Open Date	05/27/2015	Built Date	09/27/2012
Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN			
In Service Dt	09/30/2013	Mileage	34,944	Dealer Zone	51	CHICAGO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	38308	SHIMKAT MOTOR CO					
Dealer Address	3126 5TH AVE S						
Dealer City	FORT DODGE			Dealer State	IA	Dealer Zip	50501
Owner						Contact Type	LETTER
Address						Home Phone	
	DUNCOMBE IA 5					Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

COIN Updated & CAIR reassigned to 82S

Contact:

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Shimkat Motor Company 3126
5th Ave S Fort Dodge, IA 50501

LOCATION OF VEHICLE PHONE NUMBER ?515) 573-7164TM

What happened?: Customer states ?insert summary of event(s)TM

Customer states the she parked vehicle at the store and put it in park
and when she came back to her car it had jumped out of park a rolled down
the street and hit a planter and a pole.

Customer notes that she was not in car at the time of accident

Preferred Email Address?

Date of Incident? 5/23/2015

Call dropped

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER S
ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE
COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, SCAN TOOL CODES
POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION.
THANKS.

CAIR NUMBER REQUEST EAA INSPECTION 05-27-2015 12:03

CAIR NUMBER E-MAIL SENT TO EAA 05-27-2015 12:03

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/02/15 AT 11:38:51

Customer contacting in seeking an update. Customer states that she got a
call from the inspection who advised they would contact back Monday or
Tuesday.

Agent advised customer that we would be able to document that she is
seeking contact back to advise that she is seeking a call back.

Customer understood and thanked.

Briefly summarize why the customer is contacting Chrysler: Customer
called in seeking case update.

Briefly summarize what the customer is expecting: Agent informed customer
that the case is currently getting investigated but will document the
customer is seeking contact ASAP from case manager. Customer call back
number:

Reviewed report and photos. No manufacturing responsibility found.

Dictated letter.

POSTMARK DATE: 060815; DATE RECEIVED: 060815

LETTER MAILED.

Customer seeking case update.

Agent advised customer that there was a letter mailed out 06/09/2015.

Customer called upset about the decision, how it could not be a defect

when there was no one in the vehicle customer feels like it has symptoms of the N65 recall. Customer will be faxing in statements of the 2 witnesses one of which was almost struck by the vehicle, agent explained he would put the new information in the file, customer stated this is not new information she has told at least 2 people who she has talked to from Chrysler this information. Agent reviewed the information with TL and was instructed to reopen and send it back to 82S.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass

Customer states they were told if they sent in witness statements and pictures the case would be reopened and they would get a call back in regards to the new information

Customer states they are really upset, and worried the vehicle would end up popping out of park and into drive and injure another person instead of a pole they would have had a lawsuit on their hands

Customer states they will be selling the vehicle as they are worried it will happen again

Agent advised customer we are standing by the decision in the letter that was mailed out on 06/09/2015 the it s believed the incident was due to a manufacturing responsibility

Customer became upset and stated they would never buy another Dodge and would tell everyone no to buy a Dodge and disconnected

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXJG1	DE	Open Date	05/27/2015	Built Date	09/27/2012
Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
In Service Dt	09/30/2013	Mileage	34,944	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	38308	SHIMKAT MOTOR CO				
Dealer Address	3126 5TH AVE S					
Dealer City	FORT DODGE			Dealer State	IA	Dealer Zip 50501
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DUNCOMBE IA				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Car rolled on to curb,hit pole,did strange stuff- customer was not in car
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer contacted Chrysler because a message was left on her phone, but she was not able to hear the full message.

Briefly summarize what the customer is expecting: The customer expects Chrysler to advise her of when someone will call her back. Agent advised the customer she should expect a call back in 2-3 business days. The customer states her vehicle is at Shimkat Motor. The customer states her vehicle went up on to a curb, hit a pole, and did some strange stuff on Saturday. The customer states she can sometimes be reached in the evening at [REDACTED]. Agent advised the customer to wait for a call back.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG2	DH		Open Date	05/31/2015	Built Date	04/29/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN			
In Service Dt	10/23/2013	Mileage	15,130	Dealer Zone	70		
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Dealer	67858	MOORE CHRYSLER-JEEP INC					
Dealer Address	8600 W BELL RD						
Dealer City	PEORIA			Dealer State	AZ	Dealer Zip	85382
Owner						Contact Type	TELEPHONE
Address						Home Phone	
SURPRISE AZ						Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Shifter stuck in drive
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he can't start the vehicle because it's stuck in drive. Customer states that he is looking in user guide and shows to get it out of park when stuck.

Briefly summarize what the customer is expecting: Customer is seeking technical assistance.

Agent informed the customer to bring the vehicle to a DLR on Monday for a diagnosis because it's stuck in drive can damage the transmission. Agent located the pg for shifting override and stated that it instructs for stuck in park not when the vehicle is in drive. The DLR would be able to find out what caused it to do this and repair it so it doesn't happen again.

Reassign to TL SJ372 for survey by-pass no diagnosis.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG0	C	Open Date	06/12/2015	Built Date	01/09/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	01/13/2012	Mileage	90,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	60262	STATELINE CHRYSLER JEEP DODGE,			INC.	
Dealer Address	800 GOLD HILL RD					
Dealer City	FORT MILL			Dealer State	SC	Dealer Zip 29708
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CARLISLE SC				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Vehicle was in park but rolled backwards.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer stated he put the car in park and exited the vehicle and it started rolling back. Customer states the vehicle ended up hitting a pole. Customer states he has never had anything like that happen before.

Agent advised customer to take the vehicle to a DLR for a diagnosis.

Agent stated once diagnosed contact Chrysler back for case review.

Briefly summarize what the customer is expecting: Customer is expecting to find out why the vehicle rolled back when in park.

Survey Bypass - No diagnosis

Agent received call from Customer regarding the case to advise that vehicle was brought to the dealer. Agent contacted DLR 60262 and SA stated there was no diagnosis completed

Please close

Agent advised Customer that diagnosis needs to be completed

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAGG9	EH2	Open Date	06/26/2015	Built Date	04/26/2014
Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN		
In Service Dt	05/14/2014	Mileage	16,000	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	66183	DICK HUYAERE'S RICHMOND CHRYSLER			DODGE JEEP, INC.	
Dealer Address	67567 SOUTH MAIN STREET					
Dealer City	RICHMOND			Dealer State	MI	Dealer Zip 48062
Owner					Contact Type	LETTER
Address					Home Phone	
ALLENTON MI					Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

COIN Updated & CAIR reassigned to 82S

Contact:

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

, ALLENTON, MI-

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states they went into the hospital for 45 minutes. Customer states they got a call from the security department of the hospital saying their vehicle rolled down and hit another car. Customer states the shifter is sloppy. Customer states the vehicle was running somehow. Customer states they shut it off before they went into the hospital.

Preferred Email Address?

Date of Incident?

Per OGC Matrix, reassigned to 82T.

6/30/15 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 06-30-2015 11:24

CAIR NUMBER E-MAIL SENT TO EAA 06-30-2015 11:24

CCRG Open Date: 06/29/2015 09:58:16

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/07/15 AT 16:17:11

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

FILE RETURNED TO SI FOR RESOLUTION

7/14 Dictated denial letter.

POSTMARK DATE: 071415; DATE RECEIVED: 071415

7/15 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXJG7	EE	Open Date	06/26/2015	Built Date	02/03/2014
Model Year	2014	Body	LDES48	DODGE CHARGER SXT AWD FOUR DOOR SEDAN		
In Service Dt	05/08/2014	Mileage	15,000	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PXT	PHANTOM BLACK TRI-COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45019	LUCAS CHRYSLER-JEEP-DODGE, INC.				
Dealer Address	1624 ROUTE 38					
Dealer City	LUMBERTON			Dealer State	NJ	Dealer Zip 08048
Owner					Contact Type	TELEPHONE
Address					Home Phone	()
	WESTAMPTON NJ				Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	LUCAS CHRYSLER DODGE JEEP RAM
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:

Customer stated her vehicle moved while in park on April 15 2015. The vehicle was parked and she sitting in back yard with a few friends, within 5 minutes she said that the car started and went into reverse. Fob was in her pocket, she stated again vehicle was in park, then went into reverse. Customer said she call dlr, and they said that if they could not duplicate the problem there is nothing that they can do. Customer stated dlr mentioned if there are no codes showing, and cannot reproduce this issue, the dlr would not have anything mechanical to go from. Customer says she loves this car but does not want this car, and she had two other people with her. Customer said she wants to get out of the lease, and she has Chrysler Capital, agent referred her to this dpeatment if this is possible.

Customer said she did not take Dodge into to dlr, as they said it is not worth bringing in if the dlr cannot duplicate the problem. Customer asked what Dodge Corporate is going to do for her, agent stated that it would need to go to the dlr, and problem be duplicated. Agent stated vehicle would have to throw codes, and dlr would have to duplicate the problem with the car coming out of park and going into reverse. Customer was asking agent what should she do if the dlr cannot duplicate the issue. Customer then stated she already knows that they can t. Customer stated who is above me, agent stated superior, and customer stated she is not upset with me. She said she would want to speak with my supervisor s supervisor if this is not resolved.

Agent contacted Jim SA at LUCAS CHRYSLER DODGE JEEP RAM and warm transferred customer over for appointment.

Agent referred to Patricia Miller Ram Specialist and this case would not go to SI as this sounds more like driver error, she could go through insurance company.

Briefly summarize what the customer is expecting:

Agent to contact dlr and book appointment, as well as complaint documented that on 4/15/2015 according to customer the vehicle moved unintentionally but did not cause an accident.

Survey by pass no diagnosis

Customer called stating she had some issues with her vehicle, while the vehicle was in park it had two passengers, then when the passengers got out of the vehicle, the vehicle was still in park but rolled backwards and hit another vehicle. Customer states she needs the situation investigated further and she does not feel safe driving this vehicle any longer. Customer states this is a lease vehicle and she wants out of the leased vehicle into another one. Agent advised as per previous notes that a DLR has already looked at the vehicle and nothing was found to be wrong. Agent advised that if the DLR cannot find fault with the vehicle,

there is no basis for exchanging it. Customer states she has paid about \$900 for this incident, for repairs, deductible, and insurance for both vehicles involved, along with a rental car for a week. Customer wants something further done. Agent advised that her complaint and issue have been documented. Customer states there is a police report and witnesses, it is nothing she did, it s a defect she needs it investigated further. Agent consulted TL LC779 and was advised this is an insurance case so there is nothing that CAC is able to do. Customer states she should not have to pay to get something equivalent to get out of this car, and doesn t want to go to the DLR and have them tell her she has to pay for things. Customer requested agent to call DLR and force them to give her a different vehicle. Agent advised that is not possible. Customer disconnected vehicle.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAGX	DE	Open Date	06/27/2015	Built Date	08/10/2012
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	08/13/2012	Mileage	25,000	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	49944	MAROONE D/NATIONAL				
Dealer Address	8600 PINES BLVD					
Dealer City	PEMBROKE PINES			Dealer State	FL	Dealer Zip 33024
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WATSONVILLE CA				Country	UNITED STATES

Recall - P60: ALTERNATOR - Advise Owner/Incomplete Recall

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for recall information.

Briefly summarize what the customer is expecting: Customer is expecting information regarding the shifting gear.

Agent advised customer of the open recall p60. Customer stated his vehicle will not come out of park. Agent advised customer to tow vehicle to local dlr for diagnosis.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG8	DH	Open Date	06/29/2015	Built Date	03/26/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	11/29/2013	Mileage	27,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45587	TEXAN DODGE CHRYSLER JEEP RAM				
Dealer Address	18555 HIGHWAY 59 N					
Dealer City	HUMBLE			Dealer State	TX	Dealer Zip 77338
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PORTER TX				Country	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default

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

Product - Engine - Unknown - Noisy - Default

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because she is experiencing problems with the vehicle. Customer states that she has unresolved concerns with the vehicle. Customer states that she has been experiencing problems with the Bluetooth in the vehicle, the engine making a loud noise while in park, and the vehicle shifting into reverse/neutral. Customer states that she has been advised by the dealership to contact Chrysler. Customer states that she brings the vehicle into the dealership, they state that they resolve the concerns but the concerns are still present. Customer states that she has not been to the dealership in 1-2 months. Agent advised customer that the vehicle would need to be diagnosed. Agent advised customer that Chrysler cannot go off a diagnostic that was done 1-2 months ago. Agent did recommend customer contact back once the vehicle has been diagnosed and is at the dealership. Customer understood.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG4EH	Open Date	07/02/2015	Built Date	10/03/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	10/24/2014	Mileage	5,500	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PX8	GLOSS BLACK			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP			
Dealer Address	6500 OKEECHOBEE BLVD				
Dealer City	WEST PALM BEACH		Dealer State	FL	Dealer Zip 33411
Owner				Contact Type	LETTER
Address				Home Phone	
BOYNTON BEACH FL				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Caller got into accident due to shift quality
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	Caller has bad shift quality which she thinks may have caused accident
Product - Transmission / Transaxle - Unknown - Improper Shift - Default	Caller has bad shift quality which she thinks may have caused accident
Corporate - Property Damage - Default - Default - Default	

COIN Updated & CAIR reassigned to 82S

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Owners house

LOCATION OF VEHICLE PHONE NUMBER 1

What happened?: Customer states that her vehicle was in an accident.

Caller advised that her vehicle actually ran over her. Caller states that

she placed vehicle in park to go put something in mail and vehicle

started to roll away. Caller advised that it was in park when she left

vehicle. Caller is very afraid to drive vehicle and seeking next steps.

Date of Incident? 6/10/15

No open recalls on vehicle-

Agents apology. Agent re-escalated to 82S instead of 86S.

VEHICLE IS LOCATED AT:

BOYNTON BEACH FL

Per OGC Matrix, reassigned to 82T.

7/6/15 ASSIGNED TO MJK32. PAG

CAIR NUMBER REQUEST EAA INSPECTION 07-06-2015 09:38

CAIR NUMBER E-MAIL SENT TO EAA 07-06-2015 09:38

CCRG Open Date: 07/06/2015 09:11:31

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

FILE RETURNED TO SI FOR RESOLUTION

8/19 Dictated denial letter.

POSTMARK DATE: 082015; DATE RECEIVED: 082015

8/21 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAEG4	EH	Open Date	07/06/2015	Built Date	11/22/2014
Model Year	2014	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN		
In Service Dt	10/05/2014	Mileage	19,875	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	49983	MAROONE DODGE % CARTEMPS				
Dealer Address	8600 PINES BOULEVARD					
Dealer City	PEMBROKE PINES			Dealer State	FL	Dealer Zip 33024
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DALLAS TX				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Dealer - By-Pass - Default - Default - Default

Product - Transmission / Transaxle - Manual Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

COIN Updated & CAIR reassigned to 82S

Contact: Jas

Telephone #1

LOCATION OF VEHICLE Quality Collision,

LOCATION OF VEHICLE PHONE NUMBER: 214-630-1693 EXT 488

What happened: Customer states Enterprise employee stated that his customer stated that he but the vehicle in park and it jumped out of gear. Customer suffered a broken leg. Enterprise employee Jason Long will provide all needed information to CM

Preferred Email Address?

Date of Incident? 06/27/2015

Sent email:

Jason,

Please provide the complete address for where the vehicle is located. Once we have this, we will assign the case, and have the inspector contact you to set up an inspection date. Thank you for your cooperation.

Special Investigations

VEHICLE IS LOCATED AT:

Quality Collision Repair Center INC

1418 W AVE B

GARLAND, TX 75042 (972) 494-0224

to set up inspection arrangements,
as ELCO Rep. must be present.

Per OGC Matrix, reassigned to 82T.

7/7/15 ASSIGNED TO MJK32. PAG

CAIR NUMBER REQUEST EAA INSPECTION 07-07-2015 14:23

CAIR NUMBER E-MAIL SENT TO EAA 07-07-2015 14:23

CCRG Open Date: 07/07/2015 13:29:37

Attorney contacted Chrysler to gain assistance with obtaining information on the case.

Agent informs the attorney that they would be unable to inform the representative any information regarding the case.

Attorney thanks agent.

Email from ELCO dated 7-16-2015

Has this been assigned for inspection. Have inspector contact me to arrange date/time and location. Thanks

My Claim

Liability Claims Representative
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
7/31/15 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG5	DH7	Open Date	07/15/2015	Built Date	06/05/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	09/16/2013	Mileage	33,396	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	64855	VICTORVILLE MOTORS INC				
Dealer Address	14617 CIVIC DR					
Dealer City	VICTORVILLE			Dealer State	CA	Dealer Zip 92394
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HELENDAL CA				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Customer states the electronic shifter is faulty
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that there is a problem with the electronic shifter and wants to know if there is a fix for it. Customer states that when he puts the vehicle into park, the shifter actually goes to reverse. Customer states that he hit a pole because of this. Customer states the vehicle is currently at a body shop recommended by his Insurance Company currently being repaired. Customer wants to know if there is a way to change out the shifter.

Agent advised the customer that the DLR will have to look at the vehicle and diagnose it to see what the fix is. Customer states that once the vehicle is out of the body shop he will take it to the DLR.

Briefly summarize what the customer is expecting: Customer is expecting resolution.

Reassigned to DF314 for survey bypass- No diagnosis.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG9	DH	Open Date	07/19/2015	Built Date	04/08/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	04/22/2013	Mileage	47,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	44231	DEMONTROND AUTO COUNTRY INC				
Dealer Address	888 IH 45 SOUTH					
Dealer City	CONROE			Dealer State	TX	Dealer Zip 77304
Owner					Contact Type	TELEPHONE
Address					Home Phone	
MONTGOMERY TX					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	vehicle stuck in drive and rolling
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:

Customer called in stating that the vehicle was stuck in drive and that she had to keep her foot on the brake pedal to prevent the vehicle from rolling. Agent advised customer to put the emergency brake on to prevent rolling. Agent then advised that vehicle would need to be diagnosed by a dlr and attempted to transfer to roadside for towing assistance. Agent was unable to get through and provided customer with roadside assistance number: 1-800-521-2779.

Briefly summarize what the customer is expecting:

Technical assistance.

Reassigned to TL for survey by-pass (no diagnosis - possible transmission concerns)

Customer called in and stated that their vehicle was stuck in drive still. Customer inquired as to where the killswitch was. Agent informed customer that there was not a killswitch, and we couldn't shut down the vehicle remotely. Agent read lines 7-8 and asked if roadside was on the way. Customer said they didn't know and to attempt getting in contact with them. Agent attempted, but customer hung up while on hold. Vehicle is at the dealership - DEMONTROND AUTO COUNTRY (44231)
Update triggered by S28663B

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG9	Open Date	07/19/2015	Built Date	01/11/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
In Service Dt	03/05/2012	Mileage	60,000	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PTW	LUXURY BROWN PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			
Dealer	43680	DOTHAN CHRY-DODGE INC			
Dealer Address	4066 ROSS CLARK CIRCLE				
Dealer City	DOTHAN		Dealer State	AL	Dealer Zip 36304
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	BLAKELY GA			Country	UNITED STATES

Product - Electrical - Electronic Stability Program - Defective - Default	Traction and ABS lights are on
Product - Electrical - Unknown - Complete Failure - Default	shifter is stuck in the neutral position
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today the vehicle will not go into park and will not turn off. Vehicle is stuck in neutral and will not change gears Traction control and ABS lights are on as well. Agent advised customer that she would need to get the vehicle to the nearest dealer and offered to transfer to road side assistance.

Briefly summarize what the customer is expecting: Customer is expecting technical assistance with turning the vehicle off.

Survey bypass no diagnosis

Vehicle is at the dealership - DOTHAN CHRYSLER DODGE JEEP RAM (43680)

Update triggered by S61247L

Survey By Pass Added

Please close file

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG2	CH		Open Date	07/21/2015	Built Date	10/05/2011
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	06/05/2012	Mileage	30,203	Dealer Zone	71	LOS ANGELES	
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	42947	AUTOWEST CHRYSLER JEEP DODGE					
Dealer Address	230 AUTOMALL DR						
Dealer City	ROSEVILLE			Dealer State	CA	Dealer Zip	95661
Owner						Contact Type	TELEPHONE
Address						Home Phone	
SACRAMENTO CA						Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	customer believes electrical problems cause of collision.
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Briefly summarize why the customer is contacting Chrysler: Customer is calling because she has been having electrical problems with the vehicle and believes it is the cause of her collision. Customer states that she had issues with her headlights flashing and has since had this fixed. Customer states in August, she parked her vehicle at the mall, got out and looked back and the vehicle was rolling back a little and sling shot forward over the curb and hit the tree in the island of the parking lot. Customer states no one was in the vehicle. Customer states she shut the vehicle off like normal and could feel the vehicle shut down, but it didn't ding like it usually does, indicating the car had shut off. Customer states that her vehicle has had the updates done on her vehicle but they were not done correctly. Customer states that after having the recalls completed that were related to electrical concerns, her vehicle has been providing her with incorrect information. Customer states that the vehicle was indicating the rear driver's side tire was flat, so she got out and checked it and it was fine. Customer states something in her gut told her to check the front driver's side tire, and it had 5lbs of air pressure. Customer states that AAA advised her to go to Kenisels (Collision repair shop). Customer states she went there and had to have the bumper, bumper cover, grill and undercarriage repaired. Customer states that AAA has now cancelled her policy and she needs a new one, but the insurance will now be high because of this collision. Customer states her son was in an accident in the past, and knows that her insurance will be affected by this, but this particular incident, she had no control over. Customer states that AAA is asking for proof of her electrical concerns. Agent asked customer if when she got in the vehicle after it hit the tree, if she knew whether the vehicle was in park or not. Customer states with everything going on she cannot remember, but when she got in she put it in reverse to back off of the tree and get off of the island.

Briefly summarize what the customer is expecting: assistance with lowering insurance. Customer seeking proof that the vehicle's electrical problems are the cause of her collision.

Agent contacted the collision repair shop Kenisels to see if they could give any information relating to the incident in regards to electrical issues. Anna from Kenisels was able to bring up the repair but there were no notes in regards to anything electrical. Anna states that the front bumper, bumper panel, grill and fender panel were what was repaired. Agent thanked Anna. Kenisels : 916-419-8918.

Agent then contacted DLR 42947 AUTONATION CHRYSLER DODGE JEEP as they were the DLR that did the flash updates. Agent was unable to reach SA Don who was the personnel that dealt with the customer's vehicle. Agent was attempting to find out if there was any way that the electrical problems she was having in the past could possibly cause this. Agent was unable

to get the information.

Agent advised customer of her attempts and apologized for the non-response. Customer thanked agent for trying. Agent suggested to customer to get video from the mall if they have one to show what happened with the vehicle as well as getting any documentation from her dealerships/collision repair shop that will support her claim with her insurance. Customer thanked agent for the suggestion, and states she will try and get any documentation that will support her.

Customer states that she received a 150.00 coupon from Mopar and it is illegible. Customer inquiring about getting a new one and offered to send that one in in replacement. Agent advised that the agent will have to speak with superior to send an email and that the agent will call her and let her know how to get a new one. Agent advised customer that the agent will keep her case open and when she calls the customer with the coupon information, we can possibly go over the documentation from the DLRs and see if any of that will support her concern with her insurance. Customer thanked agent. Call end.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG6	EH	Open Date	07/27/2015	Built Date	10/04/2013
Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN		
In Service Dt	07/12/2014	Mileage	40,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60429	SPORT DURST CHRYSLER DODGE JEEP				
Dealer Address	4513 CHAPEL HILL BLVD					
Dealer City	DURHAM			Dealer State	NC	Dealer Zip 27707
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RALEIGH NC				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	does not really stay in park, until he forces it to stop.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why customer is contacting Chrysler: [REDACTED]
Smooth shifting but does not want to stay in park.
Half of the time, put it in park, it is not really on park.
Briefly summarize what the customer is expecting: to let us know it is a problem with Dodge
SA Chris wants to put him with the last fellow he worked with SA Chad.
Mohamed and agent spoke with Chad to set up an appointment.
Mohamed wanted to know if he needed a reference or to call back.
SA Chad said it probably would not be necessary. He would look after the car.
Agent disconnected.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG9	CH	Open Date	08/04/2015	Built Date	04/16/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	04/17/2012	Mileage	78,631	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	DESOTO TX				Country	UNITED STATES

Product - Unknown - Unknown - Sudden Acceleration - Default	Customer is stating the vehicle turned on and moved with no one in it
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	
Product - Unknown - Unknown - Accident - Default	

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

It started and moved, by itself!!

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

***** CUSTOMER EMAIL *****

This past Friday night my car started (this was witnessed by the man who s car was hit) and moved by itself. It bumped into another car and was trying to move some more, but thankfully, some guys saw that no one was in the moving car and pushed the car to hold it in place while another man ran and found me in the store. My insurance has taken care of the other car and my car isn't damaged too bad but my concern is that, while I know this car can start on it's own by remote (which I didn't use that night) it is not supposed to move anywhere on it's own! My wife and I spoke to Mr. Dave De Rudder, Service Manager at Freedom, Saturday. He suggested that we contact Chrysler and keep the emergency brakes on while in park. Please contact me via cell or email.

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

***** CAC EMAIL *****

Dear ,

Thank you for contacting the FCA Customer Assistance Center.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the FCA Group Customer Care Center by telephone at 1-800-CHRYSLER (247-9753).

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (247-9753).

Sincerely,

Victoria

Customer Service Representative

FCA Customer Assistance Center

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

Reassigned to SJ372- Duplicate CAIR

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG9	CH	Open Date	08/03/2015	Built Date	11/17/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	02/14/2012	Mileage	12,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44809	CHEROKEE CHRYSLER DODGE JEEP				
Dealer Address	200 LIBERTY BLVD					
Dealer City	CANTON			Dealer State	GA	Dealer Zip 30114
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MARIETTA GA				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default	Vehicle not shifting
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking warranty information.

Briefly summarize what the customer is expecting: Customer wants to know if he has any warranty left.

Customer states that his vehicle will not engage in park or neutral and customer was wondering what his warranty coverage was. Agent advised customer that he still has the Powertrain warranty. Agent advised customer to have the vehicle diagnosed. Customer understood.

survey bypass-no diagnosis

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG6	EH	Open Date	08/03/2015	Built Date	08/07/2014
Model Year	2014	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	02/23/2015	Mileage	11,751	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	44600	DICK POE DODGE LP				
Dealer Address	1363 AIRWAY BOULEVARD					
Dealer City	EL PASO			Dealer State	TX	Dealer Zip 79925
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	EL PASO TX				Country	UNITED STATES

Dealer - Loaner Vehicle - Unknown - Other - Default	DLR provided a loaner vehicle.
Product - Body / Trim / Paint Finish - Glass - Wind Noise - Windshield	DLR resealed the windshield
Dealer - Parts - Transaction - Other - Default	Part # 28209670AD
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Part # 28209670AD
Corporate - Complaint Contact - Default - Default - Default	transmission issue with the vehicle
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	vehicle moves forward while in park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer called in seeking to have the vehicle issues resolved, customer states the transmission is working correctly on the vehicle and wanting to have the vehicle issue resolved, customer state they brought the vehicle to DICK POE DODGE dealership for further assistance, customer state they are not getting anything resolved and would like to work closer with Chrysler in regards to the transmission issue, customer states the vehicle does have RPM will be fluctuating while driving, Richard state s they did hook it up to the computer and working as designed, customer states they don t believe the vehicle should be going backwards, customer states it was the third time the vehicle had been to the dealership for the same issue Briefly summarize what the customer is expecting: the customer is expecting to have the vehicle issues resolved

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is xxx-xxx-xxxx

Customer email address for case updates:

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

Mobile number:

Who has possession of the vehicle? (Dealer)

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? (Y)

If a CDJR dealer has diagnosed within 30

days, what is the dealer name or code? DICK POE DODGE

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

Date:

Time:

Confirmed appointment at ?dealer codeÄ™ with ?nameÄ™

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

Who authorized?

From what date?

Reassigned to 88F

***** Case Management District U *****

In all warranties

MVP: MAXIMUM CARE, 01 ACTIVE, AUTO APPEARANCE CARE PLUS, 01 ACTIVE, GAP

GUARANTEED AUTOMOTIVE PROTECTION, 01 ACTIVE

Ownership history: 1 new and 0 used

Agent contacted DLR 44600 at 915-779-0100. Agent was not able to leave a voice mail with the Service Advisor due to his voice mail box is full.

Agent will reach out to SA again on 08/06.

Agent contacted DLR 44600 at 915-779-0100. Agent spoke to Service Advisor Fernie who advised agent that there were 3 concerns

1- Wind noise coming from windshield

2- Vehicle moves forward while in park

3- Radio was freezing and would not allow any functions to work on the screen.

SA advised agent that the tech was not able to duplicate the customer s 2nd concern. SA stated that the tech resealed the customer s windshield and a Radio has been ordered Part# 28209670AD Order# 140070. SA advised that the customer is currently located in a loaner vehicle and the customer s vehicle is drive able and needs to return the loaner vehicle by 08/07. Agent will contact the customer to provide the update. Current mileage is 11751.

CONTACT UPDATE - Customer was contacted today at 4:32.

Customer was provided with agent s extension: 40695.

Agent contacted the customer at [REDACTED]. Agent was not able to reach the customer. Agent was attempting to advise the customer of lines 49-54. Agent was also going to advise that the ETA for the radio is set for 08/17/15.

Looked in GPOP for Part# 28209670AD Order# 140070 no information available as it is an exchange unit.

Agent contacted DLR 44600 at 915-779-0100. Agent spoke to Service Advisor Fernie who advised agent that the part has just arrived at the DLR. SA requested that agent contact the customer to advise that the customer can take the vehicle to the DLR on 08/18 at 9 AM to have the radio repair completed.

Agent contacted the customer at [REDACTED]. Agent advised the customer that the part for the radio has arrived and that the customer can take the vehicle to the DLR on 08/18 at 9 AM. Customer advised that is fine and requested agent to seek another DLR that can perform a diagnosis for the customer s concern with the vehicle rolling back while at an incline. Agent advised of a follow up for 08/18.

DICK POE DODGE LP

Dealer Phone : 915-779-0100

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40590 The reason for the dealer contact was to provide or request the following information: to see if vehicle

Agent contacted the customer at [REDACTED] Customer stated he was unable to take vehicle in Agent stated case would be closed untill there was a diagnosis

Submitted for bypass

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG5E	Open Date	08/20/2015	Built Date	06/05/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dr	04/22/2015	Mileage	7,800	Dealer Zone	
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PX8	GLOSS BLACK			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Owner				Contact Type	E-MAIL
Address				Home Phone	
	ROY UT			Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Vehicle drowned in river due to shifter issues.
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

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

gear shift knob,chrysler 300 2014

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

I HAD a new 2014 Chrysler 300 with less than 8000 miles on it. It has the gear shift that goes back to a neutral position. The problem is that it doesn't need you to hold the button to shift gears, my purse bumps it, my coffee cup, my passenger changing stations. It will go from drive to low. I put it in park, reach over to get my purse and tap it and I am in neutral. Today driving home on the freeway, it went from drive to low and I don't recall myself or passenger bumping it. I went for a drive, and put my car in park while I grabbed my binoculars to look at a Heron and was watching this bird when my car rolled into the river. I had stepped out for about 2 minutes and it was still running since this was not my ultimate destination. It was submerged for about 2 hours before they could pull it out. It is a mess. Why have it like that. Why not stay with the old gear shift that had its own slot. And the 200 is even worse. I had one last week while my 300 was in shop getting a new electrical part. that knob that looks like a radio volume control, is a disaster waiting to happen. I was planning on sending in a complaint/suggestion this week to you about the gear shift knob, but I guess that I am too late.

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

No answer needed, duplicate email, and please see CAIR # CAC email response.

Reassign to EB460 for survey bypass.

Customer Assistance Inquiry Record (CAIR)#

2

VIN	2C3CCABG4	EH	Open Date	08/13/2015	Built Date	09/25/2013
Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN		
In Service Dt	12/26/2013	Mileage	1,620	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Owner					Contact Type	E-MAIL
Address					Home Phone	
SPRINGFIELD IL					Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	vehicle turned on itself and went in gear, drove into a restaurant
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	vehicle turned on itself and went in gear, drove into a restaurant
Product - Unknown - Unknown - Accident - Default	vehicle turned on itself and went in gear, drove into a restaurant
Corporate - Property Damage - Default - Default - Default	
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	
Product - Electrical - uConnect Cellular System - Other - Default	

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

I BELIEVE MY CHRYSLER 300S (2014 was HACKED!!

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

*****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

*****End structured narrative T2 - Beginning Narrative

May 3 2015, my 300S was locked and parked in the lot of a local restaurant. While I was inside, seated, drinking coffee and awaiting my breakfast, my car started, went into gear and CRASHED INTO THE ENTRY DOOR OF THE RESTAURANT. Eyewitnesses reported to the investigating police officer that I had been seated in the dining room as the driverless car hit the building. I contacted Chrysler (Customer Care 1 800 247 9743 @2:40 pm and was given Case [REDACTED] by Nate) At 9:05 am, (5-8-2015) Charles Fischer, representing Chrysler, met me at Landmark Chrysler, Springfield, and ran my car thru tests for over 90 minutes. The results of his investigation were apparently reported to Lisa Martinez, Special Investigations, Chrysler Group, Auburn Hills, MI whose position was ' we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we respectfully decline any assistance associated with this incident.' (5-13-2015) Repair bills were in excess of \$2000. Now, in the wake of recent discoveries that U-Connect software installed in certain Jeeps and Chryslers causing MANY recalls, claims of fraud and neglect, I asked that my case be reopened and that HACKING be strongly considered as an explanation for my car being unlocked, started, put into gear and moving without a driver. Chryslers Customer Care denial of my request (via 800 number, 8-4-2015) claimed that my' 2014 Chrysler did NOT have the U-Connect option that allows hackingonly later models were so equipped' So I am expected to believe and trust that hackers will access only U-Connect Software post 2014 ?? Can Chrysler limit the boundaries of hackers ?? I do not feel I am being treated honestly or fairly in my case !!

VIN: EH

Mileage: 1620

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City: Springfield

State: IL

Zip: [REDACTED]

Email: [REDACTED]

Work Phone [REDACTED]

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

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

We are very sorry to learn of the issues you have had with your vehicle.

Your email has been reviewed and has been forwarded to a more appropriate area for their attention and response.

One of our Case Managers will contact you by phone within approximately one business day addressing your issue.

This referral action will provide the best opportunity for your request.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Athena

Customer Service Representative

Dodge Customer Assistance Center

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

Reassigned to 82S as per cair [REDACTED] as this is the same issue as listed in [REDACTED]

This issue has already been addressed on Cair 2 [REDACTED]. We are not reopening the investigation. Please review AC24704, this vehicle is not in the population of vehicles involved in Recall R40.

Dear [REDACTED]

Thank you for your patience.

We have reviewed your file and your request.

Regrettably the file will not be reopened. It is impossible for the hacking issue you have mentioned to be involved with your file.

The hack would only work with a very specific type of uConnect radio.

Your vehicle did not have the venerable radio and therefore was never accessible to hackers.

Please let us know if there is any other information you feel we should have.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Athena

Customer Service Representative

Dodge Customer Assistance Center

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

Reassigned to JR1305 for Survey bypass/ duplicate cair [REDACTED]

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG5	CH	Open Date	08/14/2015	Built Date	11/04/2011
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	01/28/2012	Mileage	40,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE				
Dealer Address	26433 SOUTHWEST FREEWAY					
Dealer City	ROSENBERG			Dealer State	TX	Dealer Zip 77471
Owner					Contact Type	TELEPHONE
Address	1				Home Phone	
SUGAR LAND TX					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Complete Failure - Default

Customer stated vehicle will not shift out of park.
 Customer inquired if any recalls apply to vehicle's gear shifter.
 Agent found none and all recalls completed and informed customer.
 Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG5E	EB	Open Date	08/20/2015	Built Date	06/05/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN		
In Service Dt	04/22/2015	Mileage	8,500	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	ROY UT				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Vehicle drowned in river due to improper shifting of gear selector.
Corporate - Property Damage - Default - Default - Default	
Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default	

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

2014 300

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

To whom it may concern, I bought a new Chrysler 300 on 22 Apr 15. It was a 2014 model. It was equipped with a slap shift gear shift. Every car that I have ever owned, you had to push the button in to shift gears and it tracked along a shift tree. The slap shift in my car, you did not need to push the button in. A little tap and it would change gears. And when reversing or parking. You had to pay careful attention that it did not slide back into the neutral position. On 4 May, I began an 8 week training class at work and my hours were such that by the time I got home, the service dept was closed. For a two week period, I had a hearing problem and so one of the people in my car pool drove my car and they loved everything about it but the shifting. On 4 Aug, I was driving down a road at the bird refuge to do some bird watching. I had not yet come to the point where I normally stop when I saw a Heron and pulled over. My car was still running and I put it in park and reached over to get my binoculars. I must have bumped the shifter when I did this. I got out of my car and was watching this magnificent bird when I heard tires crunching and I looked to see if a car was approaching since I was standing in the road, but it was my car going down the road. The car drifted to the right and went over the bank into the river. My car was a total loss. My brothers were teasing me mercilessly so I did some research on line. On youtube, I typed in Chrysler 300 slap stick and up came a video on how to use it. The comments below from owners and those who had rented one, were all negative, with many experiencing the same problems. I typed the same thing into the search engine and got many web sites where others reported similar problems. I had plans to take it in to the service dept on Saturday, but I totaled it on Tuesday. I believe that it is a disaster waiting to happen, roll out of driveway and hit someone, change gears in bad weather and lose control. Needless to say, I did not replace it with another 300.

Utah

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

Dear

Thank you for contacting the FCA Customer Assistance Center. I am very sorry to learn of the situation you have experienced. I regret to inform you that we are unable to further look in to this issues as the issues mentioned in your e-mail are not related to manufacturing defect or poor workmanship of the vehicle. I can understand the situation and empathize with you and I suggest contacting your insurance company for further resolution. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-FCA (1-800-247-9753). Sincerely,

Santosh

Customer Service Representative

FCA Customer Assistance Center

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

Reassign to TL for survey bypass - No longer owns vehicle.

Please dispose owner from vehicle.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXJG8	Open Date	09/03/2015	Built Date	09/23/2013
Model Year	2014	Body	LDES48	DODGE CHARGER SXT AWD FOUR DOOR SEDAN	
In Service Dt	11/01/2013	Mileage	21,786	Dealer Zone	32 NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	65176	ROBERT'S CHRYSLER DODGE			
Dealer Address	120 S BROAD ST				
Dealer City	MERIDEN		Dealer State	CT	Dealer Zip 06450
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	MERIDEN CT			Country	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Vehicle is leaking water intermittently
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer called in today because of the intermittent issue he had been having with his vehicle leaking.
 Customer states they have brought it in 3-4 times all ready and they have not been able to find the issue.
 Customer also states that their shifter is not putting the vehicle into park completely that the vehicle rolls back before stopping.
 Agent stated that we could look into sending the case up to our CM team but we would need a appointment booked with the dealership first, customer understood and will give us a call back once he had made a appointment with the dealership.
 Customer is expecting that the agent gave them the correct and accurate information.
 - No diagnosis-

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG2EH	Open Date	09/16/2015	Built Date	10/01/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	01/02/2015	Mileage	9,100	Dealer Zone	35 WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	39132	POMOCO CHRY-JEEP OF HAMPTON			
Dealer Address	4116 W MERCURY BLVD				
Dealer City	HAMPTON		Dealer State	VA	Dealer Zip 23666
Owner				Contact Type	LETTER
Address				Home Phone	
	HAMPTON VA			Country	UNITED STATES

Product - Drivability - Unknown - Sudden Acceleration - Default	Customer states vehicle surges forward
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler:

Customer states that he has had the vehicle in the shop three times as the vehicle surges forward and sometimes it down shifts when only going about 5 or 10 miles an hour. Customer states that yesterday when his wife was driving the vehicle she pulled into parking spot in a shopping center and had the vehicle in park. She got out of the vehicle to get her purse out of the trunk and the vehicle surged forward and hit the vehicle in front of her. The customer went to grab for their vehicle and it pulled her down scrapping up her arms and legs. Customer states that there was no damage to the vehicle that was hit; however, the front grill is damaged on their vehicle.

Customer also states that the other day both key FOBs were in the house and the vehicle was locked and they went outside and were able to push the trunk button to open it. Customer feels that this should not be happening with the vehicle.

Briefly summarize what the customer is expecting: Customer seeking to have vehicle repaired.

COIN Updated & CAIR reassigned to 82S

Contact:

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: , HAMPTON , VA-

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states that yesterday (09/15/2015) when his wife was driving the vehicle she pulled into parking spot in a shopping center and had the vehicle in park. She got out of the vehicle to get her purse out of the trunk and the vehicle surged forward and hit the vehicle in front of her. The customer went to grab for their vehicle and it pulled her down scrapping up her arms and legs. Customer states that there was no damage to the vehicle that was hit; however, the front grill is damaged on their vehicle.

Preferred Email Address? N/A

Date of Incident? 09/15/2015

9/18/15

INJURY

vehicle surged forward and hit the vehicle in front

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: , HAMPTON , VA

LOCATION OF VEHICLE PHONE NUMBER

Reassigned to 82t for their review and handling.

9/18/15 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 09-18-2015 10:19

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 09-18-2015 10:19

CCRG Open Date: 09/18/2015 09:57:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/23/15 AT 17:18:56 [REDACTED]

Customer's secondary phone number is [REDACTED]

Customer called back regarding this issue. Customer states he has not heard anything back regarding this CASE

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer's address match COIN (Y/N):

If no, customer's current address: Y

Customer's current phone number (first) 7 [REDACTED]

Customer's current phone number (second

): [REDACTED]

Customer's email address: c [REDACTED]

Any additional information: Customer is waiting for a call back.

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Per OGC Matrix, reassigned to 82T.

9/24/15 UPDATED CCRG FILE & CASE MANAGER. PAG

****FILE RETURNED TO SI FOR RESOLUTION***

9/29 Dictated denial letter.

Customer is calling asking for an update on her case. Agent advised customer that her case was in the correct department and she would be contacted back

POSTMARK DATE: 092915; DATE RECEIVED: 092915

9/30 Letter mailed and emailed to the email address listed on file.

Customer is seeking an update on his case. Agent advised customer there has been a letter mailed as of 9/30/2015. Customer feels that isn't good enough and is seeking contact via phone. Agent advised customer there would be notes left for contact at [REDACTED] however agent made no promises.

SA George Wood from the dealership called to see why he has not heard from the CM to see what is happening with the vehicle. SA explained that the vehicle was inspected but has not heard anything at this time. SA George has also sent digital imaging in to Chrysler. SA explained the customer's wife is in the hospital at this time and has been in the hospital for a week. SA George Wood direct line is 757-825-7253

Customer called in seeking to talk with his CM

Customer called in stating LMM14 has not called them back yet and they have called multiple times and can't leave a VM as their VM box is full.

Customer states the state attorney's general office contacted them.

Customer states they have to call the state attorney's general office on Thursday. Agent advised customer that we will leave their comments on file. Customer is also requesting LMM14 to call them back.

Customer stated he has been calling LMM14 and has not been able to reach the CM and the VM is full. Customer stated he would like to speak to someone about this issue. Customer stated he is very upset about this situation. Writer advised the case is in the right escalated department for this concern. Writer advised a request for his CM to contact him back has been made.

Customer states his CM never returns his call.

He was looking for a mailing address so that he could file for Lemon Law.

Agent provided customer with the mailing address as per Answer ID 17780

11/18 Received letter from Attorney General Office, CCRG will respond.

SA George of POMOCO CHRYSLER DODGE JEEP RAM OF 39132 called to find out who was paying for the customer's rental. He has called before and no one will get back to him. Someone from Chrysler came to look at car and informed DLR to put customer in a rental. Agent checked with a TL and he needs to reach out to his AM.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG2	CH	Open Date	09/23/2015	Built Date	06/18/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	08/31/2012	Mileage	49,063	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	60597	PERRY CHRYSLER DODGE JEEP RAM OF				
Dealer Address	2340 NATIONAL CITY BLVD					
Dealer City	NATIONAL CITY			Dealer State	CA	Dealer Zip 91950
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAN DIEGO CA				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	Customer states vehicle transmission is not working
Corporate - Survey By-Pass - Field Call or Email - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Vehicle diagnosed has been they had order transmission shifter still need to go through codes they had put on special ordered had vehicle towed in on Friday would not shut off or go into park stayed in drive, customer would like to see if dlr could do recall while vehicle is still at dlr

Briefly summarize what the customer is expecting: to get vehicle repaired or get rental vehicle

Called dealership 760597 to confirm details of diagnosis.

Agent Spoke to Louis stated that Sa Arthur was not available due to had a family emergency.

Agent had left a voice message for Sa to contact us back with diagnosis of vehicle.

Agent advised customer that would need to wait until found out more information

Briefly summarize why the customer is contacting Chrysler: Agent attempted to contact dlr 60597 to speak to Sa Arthur agent was on hold for 10 min and was unable to speak to any one agent is looking for a diagnosis of vehicle agent was not sent over to leave voice mail to leave for Sa Arthur

and if the part is on back order what the part

and order number is

what the eta of the part is

Briefly summarize what the customer is expecting: to get vehicle repaired

Agent attempted to contact DLR 60597 to get ahold of Sa Arthur.

Receptionist stated that he would not be in till later. Customer still wants to get into a rental vehicle.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG2EH	Open Date	09/25/2015	Built Date	10/01/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	01/02/2015	Mileage	9,036	Dealer Zone	35 WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	39132	POMOCO CHRY-JEEP OF HAMPTON			
Dealer Address	4116 W MERCURY BLVD				
Dealer City	HAMPTON		Dealer State	VA	Dealer Zip 23666
Owner				Contact Type	TELEPHONE
Address	6			Home Phone	
	HAMPTON VA			Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	DLR called
Dealer - By-Pass - Default - Default - Default	

COIN Updated & CAIR reassigned to 82S

Contact: ? Name A™

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:4116 W MERCURY BLVD 23666

LOCATION OF VEHICLE PHONE NUMBER ?7578257253

What happened?: DLR calling to see what the next step is with the vehicle

customer is still in a rental

Preferred Email Address?

Date of Incident?09/25/2015

Customer called in looking to know what s going on as the case worker has not called them. Agent advised customer that where their case is being handled it will take more time for a callback. Agent advised customer that the callback request has been put in.

9/28/15

CCRG Case Open

DLR calling to see what the next step is with the vehicle ...customer is still in a rental

Reassigned to 82t for their review and handling.

9/28/15 UPDATE CCRG FILE & CASE MANAGER. PAG

SA George is calling from POMOCO CHRYSLER DODGE JEEP RAM OF is calling

and is expecting a CM to contact him in regards to the customers vehicle issues . SA is stating that the customer was in her vehicle and had tried to get out when the vehicle took off and this is what is suppose to be looked into . SA is stating that the customer is a elderly woman . SA is stating that he was advised that a call would be made to him and he has not received a call as of yet . SA George is requesting a call from CM .

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG6	DH		Open Date	10/02/2015	Built Date	10/09/2012
Model Year	2013	Body	LDSD48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN			
In Service Dt	11/26/2012	Mileage	45,000	Dealer Zone	51	CHICAGO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	43416	BOB BRADY DODGE CHRYSLER					
Dealer Address	4025 E BOYD ROAD						
Dealer City	DECATUR			Dealer State	IL	Dealer Zip	62526
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	DECATUR IL					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	seeking a rental vehicle
Product - Transmission / Transaxle - Unknown - Other - Default	vehicle will not go into park

Briefly summarize why the customer is contacting Chrysler: Customer states that he had to take his vehicle to the dealership to have the vehicle diagnosed as the vehicle would not go into park. Customer states they looked at the vehicle for a brief moment and stated they would have to take the fuel module out. This would require time.

Customer states that it would not be finished until after the weekend.

Customer states he bought additional coverage on his vehicle for these issues to be covered.

Contacted the dealership BOB BRADY DODGE CHRYSLER and left a message for the SM - Brandon. Left a message for him to call us back to see if he can put the customer in a loaner vehicle as he has a service contract.

Confirm the diagnosis and time line of the repair.

Briefly summarize what the customer is expecting: Advised the customer this will have to be researched and we will have to speak to the dealership. Customer will receive a call back.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates

Reassigned to 86R

7 YR / 60,000 MILES 100 DEDUCTIBLE 5/100 - still active

DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800

Left message for SA/SM Mike to return call for diagnosis and if DLR can set up rental using customers SC.

CUSTOMER CONTACT:

No answer after 11 rings.

DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800

SA Kelly states the vehicle would not shut off on its own. They should have it diagnosed by Tuesday. Rental CM will add DM notes for 5 days rental and follow up on Tuesday.

CUSTOMER CONTACT:

No answer.

CUSTOMER CONTACT:

Advised customer to call SA Kelly and she will set up the rental. Rental CM will follow up with DLR and customer on Tuesday.

DM notes added for 5 days rental.

Customer is contacting Chrysler because he is required to pay a deposit on the rental.

Customer wanted to know if Chrysler would cover that.

Agent advised the customer that he is responsible for the deposits and insurance when getting the rental.

Customer understood.

Customer thanked the agent and disconnected the call.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
Left voicemail for SA Kelly looking for update. Call back information left.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
Left voicemail for SA Kelly looking for update. Reminded SA that rental is only authorized until today.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
SA Kelly states they are able to look at the vehicle tomorrow or Friday. The customer picked up the rental Monday so original DM notes would carry to Friday 9th. DM notes will be added for an additional 3 days to cover until Monday October 12, 2015.
DM notes added.
Customer called in wanting to speak MR1784. Writer gave him the Dodge line number and told him to ask for MR1784
customer called in saying that he would like to speak to Michael. Agent put customer on hold to find out if he can be transferred to Michael.
Customer disconnected while on hold.
CUSTOMER CONTACT: [REDACTED]
Spoke to wife Jennifer. They were unsure about the rental and if it was still covered. Agent assured customer we are aware of the number of days and I will be following up with the dealer tomorrow and will call her or Brian back around this time tomorrow night.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
SA Kelly states they don't know what is wrong. Agent inquired when will STAR be brought in as the vehicle has been there for a week. Advised SA Kelly to utilize the customer's service contract rental 5 days prior to the 8 days I have already authorized. Requested SA update me by end of day. Callback information provided.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
SA Kelly left voicemail for agent. Vehicle looked at today but unable to diagnose. DLR will contact STAR
Monday. SA notified customer of the update.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
Left voicemail looking for update with SA Kelly.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
SA Kelly left a voicemail. A shifter module arrived today and being installed. She will call again to let me know the results.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
Left voicemail for SA Kelly.
CUSTOMER CONTACT: [REDACTED]
Confirmed customer has vehicle back and is happy with the results. Agent offered to take care of their next 2 oil changes. Customer accepted offer.
Agent has added ECR12N-1 Year - 2 Oil Changes - 2 Tire Rotations to tracker to be added.
Ms. [REDACTED] in behalf her fiancé Mr. [REDACTED] regards the case. Writer provided with Dodge number and transferred for further assistance.
Customer's wife [REDACTED] seeking a call back from CM.
Customer wanting call to go to cell phone [REDACTED]
CUSTOMER CONTACT: [REDACTED]
Customer stating SA Kelly has called them 2 days after they have picked up the vehicle asking for the \$100 deductible for the repair. Agent will look up the part replaced to see if under warranty or it would have been charged to the SC. Agent did explain to Jennifer if it wasn't a covered part they would need to pay the deductible.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
Left voicemail stating customer upset to be contacted 2 days after pickup for a \$100 deductible owing, and need to know what part was replaced to review if it should be under the customer's powertrain warranty.
CUSTOMER CONTACT: [REDACTED]
She states SA Kelly has already called Brian and there is no deductible owing.
DEALER CONTACT: 43416-BOB BRADY DODGE CHRYSLER @ 217-876-3800
Agent confirmed with SA Kelly, customer has a zero balance.
CUSTOMER CONTACT: [REDACTED]
Advised customer balance has been corrected to zero.
MVP has been added.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG5C		Open Date	10/02/2015	Built Date	09/28/2011
Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	05/30/2012	Mileage	19,319	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	60202	SHEETS CHRYSLER DODGE, LLC				
Dealer Address	ROUTE 19 SOUTH					
Dealer City	OAK HILL			Dealer State	WV	Dealer Zip 25901
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FAYETTEVILLE WV				Country	UNITED STATES

Corporate - Recall - Default - Default - Default

Recall Inquiry

Customer is calling to see if there was a recall for the shifter.
 Customer states he stepped out of his vehicle while it was in park
 however, the vehicle shifted gears and drove over a hill. Customer states
 this was not the first time the vehicle had issues with the shifter.
 Agent advised customer there was no recall on the vehicle pertaining to
 the shifter. Advised customer given the recall was not on the vehicle
 there was nothing more we could do. Agent transferred customer to CAC for
 possible assistance.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAEGX	DH	Open Date	10/05/2015	Built Date	12/08/2012
Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN		
In Service Dt	12/17/2012	Mileage	73,842	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	08331	ERWIN CHRY-DODGE-JEEP INC				
Dealer Address	2775 S COUNTY ROAD 25A					
Dealer City	TROY			Dealer State	OH	Dealer Zip 45373
Owner					Contact Type	TELEPHONE
Address					Home Phone	
VANDALIA OH					Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Gear selector getting stuck in park
Corporate - Recall - Default - Default - Default	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in regarding shifting issue with the vehicle.

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

Agent Advised: Agent informed the customer that there were no recalls on the vehicle. Agent advised the customer of the warranties on the vehicle.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG9	DF	Open Date	10/06/2015	Built Date	10/20/2012
Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	02/15/2013	Mileage	56,400	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	68793	HOOVER JEEP-CHRY INC				
Dealer Address	195 MARY MEADE DRIVE					
Dealer City	SUMMERVILLE			Dealer State	SC	Dealer Zip 29483
Owner					Contact Type	TELEPHONE
Address					Home Phone	
WALTERBORO SC					Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	won't go into park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why customer is contacting Chrysler: car with some problems, DLR says it s fixed but it broke down again. Goes into limp mode, down to 35mph.
Towed in 2 weeks ago. 2013 Charger with 56000 miles.
Has a lifetime warranty on powertrain when he bought it but nothing for electrical.
The air bag light was on because some wires were disconnected under the passenger seat.
Right rear wheel sensor was out part had to be ordered.
He does not want to keep put money out for a job not done correctly by DLR.
Customer is a diesel mechanic. Customer states, at agent s request, the sensor tells the transmission how fast the car is moving, and what gear to have transmission in. It can also disable it as it has done now.
Agent advised if this is powertrain related it would be covered by warranty.
Briefly summarize what the customer is expecting: If customer gets towed there, will he have to pay for it again. They did not fix the wheel sensor, and the car won t move. He was told it was ok to drive it.
SA David reads speed and distributes correct ABS breaking. It does not have anything to do with transmission.
Agent advised customer there is something else going on and it needs to be left long enough to be diagnosed.
Customer said he does not want to keep putting money out for a new car.
Customer called in inquiring about a rental. Agent advised that the DLR was closed and that he can call back tomorrow to see if we can get the DLR to provide rental until they can fix the vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer states he has a car that broke down twice in a row.
States he has had the vehicle towed twice.
Feels the problem should have been fixed the first time.
States he has been advised that it can take a week.
States he needs a rental vehicle for his wife.

Briefly summarize what the customer is expecting: Seeks a rental vehicle.

Agent inquired about a diagnosis.
Customer states he has one.
Agent advised of the recall on the vehicle.
Agent advised she will need to contact the DLR to verify the diagnosis and inquire about a rental vehicle for him.

Agent contacted HOOVER DC: 68793 at 843-873-1114

Purpose is to establish diagnosis and inquire if DLR will put customer in a rental under D-15-15.

Agent spoke with SA David who advised there is a lot of flooding in SC. SA David states they cannot put customer in a rental as no one has any rentals in a 50M radius, not the DLRs or Enterprise/Hertz or any independent car rental facility.

SA David states they are under a state of emergency and they have 40 flood cars in shop right now and the rental companies have nothing left due to providing cars to flood victims.

Confirmed diagnosis is the vehicle needs a shifter.

Agent reiterated to customer that there are no rentals available by any dealership or rental car companies due to the states of emergency of flooding in the area.

Customer states he is thinking twice about buying another DODGE

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG2EH	Open Date	10/13/2015	Built Date	08/01/2014
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	08/15/2014	Mileage	18,000	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	66999	ED VOYLES CHRYSLER JEEP, INC			
Dealer Address	789 COBB PARKWAY SOUTH				
Dealer City	MARIETTA	Dealer State	GA	Dealer Zip	30060
Owner		Contact Type	TELEPHONE		
Address		Home Phone			
	DOUGLASVILLE GA	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Paint Finish - Other - Unknown	bubbling
Product - Electrical - Lamps and Switches - Other - Default	
Product - Transmission / Transaxle - Unknown - Seizes, Sticks, Binds - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling because she is having several issues with her vehicle. She has had her vehicle to the DLR twice for repairs on Shifter as the first time she was unable to put the vehicle in park as well as it getting stuck in drive. Customer states she had to have the light replaced 6 days ago and when it was replaced the DLR didn't tighten the screws the correct way. Customer also states that the paint on her vehicle is bubbling all over the place and she wants to know what her options are. Customer states she loves her vehicle.

Briefly summarize what the customer is expecting: Customer expecting to be told what her options are. Agent advised that if we are able to assist at all we would need DLR diagnosis and that we would also need pictures of the paint bubbling so that we can better determine if it is a Manufacturing defect. Customer states she will be getting the car to the DLR in the next couple days for diagnosis.

Customer called in seeking information on possible future recall Reimbursement for the headlights Agent advised the customer to keep all receipts in case of a possible recall.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG2	D	Open Date	10/22/2015	Built Date	08/24/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	07/12/2013	Mileage	33,059	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	26904	AUTONATION CHRYSLER DODGE JEEP				
Dealer Address	3118 GOVERNMENT BLVD					
Dealer City	MOBILE			Dealer State	AL	Dealer Zip 36606
Owner					Contact Type	LETTER
Address					Home Phone	
	SEMMES AL				Country	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	\$499.07 reimbursment as offered by SW738
Recall - R35: REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE - Other	recall
Product - Unknown - Unknown - Stalling - Default	stalling while driving
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he vehicle has been at the DLR since 10/10/2015. Customer states that this is the second time that she has had an issue with her vehicle stalling while driving. Customer states that her vehicle will stall while driving and she will not be able to turn off the vehicle or shift out of drive. Customer states that she has been without a vehicle the entire time. Customer states that she was advised by the DLR that they have looked into the issue but the vehicle was still not operating properly.

Briefly summarize what the customer is expecting:

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Customer email address for case updates:

Would customer like to receive updates via text message? (YES)

Mobile number:

Who has possession of the vehicle? (Dealer)

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? (YES)

If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 26904

Is the customer in a rental? (NO)

Reassigned to 88F

***** Case Management - District M *****

OOW: In Warranty miles 4,000

MVP: Nope

Household: 1 New & 0 Used

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40799

The reason for the dealer contact was to provide or request the following information: calling for update.

Agent spoke to customer states this is the 2 time issue the first one was on Jun and now the vehicle was drop of on 10/12/2015 two week at the DLR customer states she doesn t mean waiting but she wants her vehicle fix and see Chrysler can help on rental ASP. Customer states when she took it in they told her the machine that owner wasn t driving it right when DLR went for a test drive and the same thing came up. SA Reno is that one working on case.

CONTACT UPDATE - Customer was contacted today at 1:53 pm.

Customer was provided with agent s extension: 40799.

Customer calls to speak with their Case Manager.

Transferred the customer to LT872 at ext 40799.
Customer calls to speak with their Case Manager.
Transferred the customer to LT872 at ext 40799 VM per customer request.
Customer declined to provide a second phone number.
Status update provided via email to the following email address:
LT872@chrysler.com,SM1799@chrysler.com,mk1154@chrysler.com
ASAP Customer call back request.
End of Status Update
Customer is contacting Chrysler to speak to her CM.
Agent called over to ext 40799 but it went to VM.
Agent advised the customer that her case was sent to the CM division yesterday at 5:30 PM and the CM has 1-2 business days to get in touch with the customer.
Agent transferred customer to ext 40799 to leave a VM for further contact.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40799
The reason for the dealer contact was to provide or request the following information: (Describe reason for contact)
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40799 The reason for the customer contact was to provide or request the following information:
Agent states was giving a call back will follow up 10/29/2015.
Briefly summarize why the customer is contacting Chrysler: Customer called in stating they brought their vehicle to the DLR. The customer stated that the vehicle had stalled and the vehicle would not shift. The vehicle was towed to the DLR on October 10th. Customer states that the vehicle has not been diagnosed. The customer has asked for a rental. The customer was supposed to get a rental and has not received one yet. The customer states that an original diagnosis was done and the reason was driver error. The DLR test drove the vehicle and the same error appeared.
Agent contacted the DLR and nobody would reply at the DLR. Agent contacted GM Rob. Rob transferred the customer to SD Jim Pate. Jim states that the vehicle was stuck in drive and brought to the DLR. The DLR states it seems to be excessive paddle shifting. Agent asked the SD about a rental vehicle. The SD states he is going to look into it and contact the customer tomorrow
Briefly summarize what the customer is expecting: Customer seeking diagnosis and a rental.
Agent Advised: Agent informed the customer that the DLR will not respond.
Customer called in because she is at the DLR and is seeking a loaner vehicle but her SA is not at the DLR right now.
Agent spoke to a SA Ron at the DLR who stated they do not have loaners available at the moment.
Agent advised Customer that she will need to speak to her CM.
Agent transferred Customer to CM line.
Customer is looking to receive a call back from their CM. Agent attempted to call CM but CM was not available. Agent left the appropriate information on the answering machine (name, case number, phone number, request for call back). Call ended.
Was the customer in a rental? If yes, how many days? No
Did the customer have a co-pay? If yes, how much? No
What is the RO #? [REDACTED]
Does the SM have the CAIR #? If no, provide it. Yes
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim?
Agent spoke to SA Reno states vehicle was pick up 10/27/2015 customer didn't need a loaner or rental because they couldn't duplicate the concern.
Agent spoke to customer. Agent states 99-101 but will like to give customer some days to run the vehicle see if anything comes back will follow up 11/4/2015 if vehicle need to go back to the DLR and need a loaner or rental will give a call to DLR.
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40799. The reason for the customer contact was to provide or request the following information:
Agent states was calling to see how everything is working if agent doesn't hear from customer case will close. Agent will follow up 11/5/2015.
Customer [REDACTED] called to speak to CM LT872. Writer advised caller

that CM LT872 is not currently available. Writer transferred caller to CM LT872 s VM.

Status update provided via email to the following email address:

LT872@chrysler.com,JA1279@chrysler.com,cb903@chrysler.com

Customer transferred to VM. The customer is stranded the vehicle acted up again. The customer is waiting for a tow. The customer wants a loaner vehicle to use while the vehicle is at the DLR. The customer wants a call as soon as possible.

End of Status Update

Mr. [REDACTED] requested to speak with his CM LT872. Writer advised to leave a message for a call back and writer requested a call back.

No alternative phone number

Status update provided via email to the following email address:

LT872@chrysler.com,JA1279@chrysler.com,cb903@chrysler.com

Customer is requesting a call back

End of Status Update

Agent spoke to customer states yesterday when customer was in a stop vehicle was having issue again and vehicle was going to be tow yesterday but DLR was close at the time at last she got it to start and got in back to her home. Agent states will need to call DLR for an appointment so DLR can give a look at the vehicle and if customer needs the tow # can give the phone number. Customer states she can take the vehicle was calling Chrysler to see if can help with loaner. Agent state can call DLR to see if they have a loaner but if they don t can see for reimburse for rental. Customer states don t have money for rental but will give a call to DLR for an appointment and ask for a loaner. Agent states will follow up 11/10/2015 if customer doesn t has an appointment case will close. Agent spoke to customer states have an appointment on 11/25/2015 well give a call next week to DLR to see if they have a loaner. Agent will follow up 11/20/2015.

CallerMrs [REDACTED] requesting to speak with Case Manager.

Secondary phone: Customer declined to provide

Transferred to

She requested towing number, writer gave number 18005212779 and transferred.

Customer Mrs. [REDACTED]: called requesting to speak with a supervisor. Writer transferred call to Supervisor:KT314

SUPERVISOR CALL

Writer took transferred call from Mrs [REDACTED] Customer was seeking to have the vehicle towed to the dealer. Customer is also seeking to have her CM follow up with the dealer and follow up with her as soon as possible regarding the concerns with the vehicle. Writer transferred to the number on line 146 for assistance in getting the vehicle towed to the dealer.

Agent spoke to SA Ron states vehicle was town yesterday agent can follow up 11/18/2015 for update.

Agent spoke to customer. Agent states line 156-157 will follow up customer for update. Customer states will like to know if DLR can put her to a loaner or rental. Agent states will follow up with DLR and left her know.

Customer states if vehicle has a recall. Agent states there s a recall R35 will send case to 961 for recall.

The part required to provide a permanent remedy for recall R35 is currently not available.

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

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Reassigned to 961

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40799

The reason for the dealer contact was to provide or request the following information: calling to see can get customer to a rental.

[REDACTED] requested Roadside Assistance phone number. Writer provided customer with Roadside Assistance phone number: 800-521-2779 and warm transferred customer to that number.

Customer stated that they do not have a secondary phone number.

Please review Answer ID 24721 .. Recall R35 is available and no longer

part of the 961 process.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40799

The reason for the dealer contact was to provide or request the following information: calling for update.

Agent spoke to SA Sherry states last time vehicle was at the DLR was on Oct 29/2015 they couldn't duplicate concern. Customer states it's having issue with shifting, wouldn't park at the parking lots and turn off they replace the AS module. SA states miles ***33059***.

Agent spoke customer states vehicle is at the DLR was towed and the SA Ron will be back on 11/30/2015.

Agent spoke to SA Josh states vehicle is at the DLR and have the a day 11/25/2015 on the RO ticket SA Ron will be back at the DLR on 11/30/2015. N/A on rental and diagnosis.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is not shifting, turning off and couldn't park at the parking lot.

Action requested: open STAR/update and identify point of failure and make repair resolution and update customer with progress.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 66 26904 11/25/15 10:23 O 2

Status update provided via email to the following email address:

I just checked with the dealer and confirmed your vehicle is in the progress of being diagnosed. I will continue to track and provide update as I get them and I have escalated an unresolved concern to address the repeated issue you been having with your vehicle. If you have any additional questions, my contact information is 800-763-8422 Ext 40799 or you may reply to this email. You are a very valued customer to us and the dealership and we would like to thank you for the opportunity to assist with your situation. Have a great day.

End of Status Update

Agent spoke to SA Josh states vehicle hasn't been look will need agent to follow 11/30/2015.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40799

The reason for the dealer contact was to provide or request the following information: calling to speak to SA for update.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40799

The reason for the dealer contact was to provide or request the following information: calling for update.

Agent spoke to SA Ron states will get a full diagnosed tomorrow.

Status update provided via email to the following email address:

Hi this is Lety I'm emailing you because your dealer has told me they are still working on your vehicle I'll follow up Dec 2 you for update however, If you do need to contact me, please contact at tel # 800 763 8422 Ext 40799 case #

End of Status Update

NEXT STEP: follow up with DLR for a diagnosed Dec 1/2015.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40799

The reason for the dealer contact was to provide or request the following information: calling for update.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40799

The reason for the dealer contact was to provide or request the following information: calling for update.

Agent spoke to SA Ron states order part yesterday and just got to the DLR will take 1 day for vehicle to be repair.

Transmission shifter part# 68140727AD.

Break center part# 1WB67DX9BC

Shifter part# 1W21DX9AA

Agent spoke to customer states has spoken to SA. Agent states will follow up 12/7/2015 to see how the vehicle is running.

Begin Customer Message reviewed:

Dear Lety

I have not received my vehicle as of 12/6/15. I am getting very disturb because it s going into the second month of paying car note and I yet still don t have my vehicle. I am still having some concerns of the safety of myself and my grand kids because this issue seem to be unresolvable. I will like to speak with you are your supervisor about the possibility of buying back this vehicle this is like the 4th or 5th time this problem has occurred. Let me give you an example if I m turning onto an interception and this problem occur (car stall won t go forward or into any gear or cut off) and traffic appears from both ways there is a possibility I could be hit I m starting to be afraid for my life driving this vehicle not knowing when or if this reoccurring problem may reoccur.

Very concern

End of Reviewed Customer message

Agent spoke to SA states vehicle will be repair by 12/9/2015-12/10/2015 and vehicle has been 18 days at the DLR.

Agent spoke to customer states was told from DLR vehicle would be ready by today but will give a call to DLR thanks agent for inform customer states if agent can send link or email with the fax #.

***** Below Customer Contacted for Documentation Request *****

on 2015-12-07 @ 14:34

5 has been activated for text message communication.

Status update provided via email to the following email address:

Hello, my name is Lety, your case manager. This email is confirmation that your case, fax # 801-736-3929 I have send you a link will follow up you no later than 12/10/2015 for update, my contact information is 800-763-8422 Ext. 40799.

Have a great day!

End of Status Update

Was the customer in a rental? If yes, how many days? No

Did the customer have a co-pay? If yes, how much? No

What is the RO #?

Does the SM have the CAIR #? If no, provide it. Yes

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim?

Agent spoke to SA states vehicle was repair and pick up 12/9/2015.

Agent spoke to customer states vehicle is running good so far but is having hard with sending the fax if agent can send a link. Agent states will send link will follow up 12/15/215.

***** Customer Document Received *****

Customer Document Reviewed.

Agent called customer couldn t leave a VM will follow up 12/16/2015.

Agent spoke to customer. Agent states will need more inform for document.

Customer states the vehicle is in her dad name but the other is on her name but if agent can send a link. Agent states cannot promise Chrysler can help with payment but if customer can send document states 7 days to send document customer understated.

Agent attempted to contact customer, however, customer was not available will follow up 12/29/2015.

***** Below Customer Contacted for Documentation Request *****

on 2015-12-29 @ 09:40

***** Below Customer Contacted for Documentation Request *****

on 2015-12-29 @ 09:41

Status update provided via email to the following email address:

I can do to assist with your concerns with (document issues). Please contact me at 1-800-763-8422 extension 40799. I am available Monday - Friday 7 am 3:30 pm MST. I will schedule another follow up for 12/31/2015

End of Status Update

***** Customer Document Received *****

Writer contacted customer and advised the documents have been received and CM will follow up no later than 01/05/2016.

CUSTOMER and Writer confirmed vehicle payment amount of \$499.07 and address and reported reimbursement process takes between 7 - 10 business days. Customer reported all issues resolved and vehicle

working, but had requested 2 payments, but customer was in a loaner one of the extended time periods for repairs, so only one payment would be reimbursed.

Customer accepts and verifies the check
should be mailed to the following name and address:

██████████,
SEMMES, AL-██████████

What has the customer specifically requested? reimbursement

If this is for a previously made goodwill decision, what is that CAIR #?

n/a

What is the total amount being reimbursed and the reasons why? \$499.07 for one vehicle payment based on length of repair/delay of parts and customer was not in a loaner/rental from dealership.

Customer Document Reviewed.

Customer accepts and verifies the check
should be mailed to the following name and address:

██████████,
SEMMES, AL-██████████

██████████ called to speak with CM CB1514. Writer warm transferred customer to CM CB1514.

Check approved.

CHECK RETURNED BY CUSTOMER DUE TO WRONG NAME ON CHECK. SHOULD BE ██████████

██████████ I WILL VOID THE CHECK, SCAN IT TO THE CAIR AND EMAIL TO ACCOUNTS PAYABLE. LMM14 WILL VOID AND SMM25 WILL REISSUE.

POSTMARK DATE: 012116; DATE RECEIVED: 012616

PAYMENT HAS BEEN STOPPED ON THE CHECK NO ██████████ FOR CAIR ██████████

POSTMARK DATE: 012716; DATE RECEIVED: 012816

*REISSUED CHECK IN CAIR ██████████

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG2	EH	Open Date	11/12/2015	Built Date	09/11/2013
Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
In Service Dt	09/02/2014	Mileage	37,000	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	45248	MITCHELL CHRYSLER DODGE				
Dealer Address	416 HOPMEADOW ST					
Dealer City	SIMSBURY			Dealer State	CT	Dealer Zip 06070
Owner						Contact Type LETTER
Address	1					Home Phone
	NEWINGTON CT					Country UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking update
Product - Unknown - Unknown - Accident - Default	customer calling about accident to vehicle.
Corporate - Property Damage - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling regarding vehicle had 'jumped out of park, and ran me over'. Customer stated was just going to get her mail, had put it in park, and it jumped into reverse on its own. Customer stated that vehicle had backed into fence, in which someone had moved it off the fence at this time. Customer stated did go to the hospital for her injuries. Briefly summarize what the customer is expecting: Case opened regarding accident.

Agent informed customer that I would be sending it up to special investigations and they would be in touch with her within 3-5 business days. Customer concerned over having no vehicle. Customer asking if she could rent a vehicle, if it would be paid for. Agent advised customer to keep all receipts for possible reimbursement.

COIN Updated & CAIR reassigned to 82S

Contact:

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: NEWINGTON , CT
UNITED STATES

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states that she was going to get her mail, put vehicle in park, then it went in reverse itself, and ran her over.

Customer did not specify how it ran her over.

Preferred Email Address?

Date of Incident? 11-11-2015

11/12/15

INJURY

'jumped out of park, and ran me over'.

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: NEWINGTON , CT

LOCATION OF VEHICLE PHONE NUMBER

Reassigned to 82t for their review and handling.

11/13/15 ASSIGNED TO MJK32. PAG

CAIR NUMBER REQUEST EAA INSPECTION 11-13-2015 08:00

CAIR NUMBER E-MAIL SENT TO EAA 11-13-2015 08:00

Customer called for a case update. Customer states that she needs a car because she is afraid to drive hers because it went into reverse and ran over her. Agent advised that the case is being handled and she will be contacted to set up an inspection. Customer states that there are

thousands of people that can do the inspection, and she wants it done today. Agent advised that it has to be done by a Chrysler-approved inspector/investigator, and they will call her asap to set up the inspection, but it may take a few business days, as she was previously advised it can take 3-5 business days and it has only been 1. Agent advised she can request rental from the CM when they call. customer wanted to know if rental can be set up since she was told not to drive the vehicle .

Agent advised that customer can set up rental and send in for reimbursement

Agent provided a few phone numbers to rental car companies

CCRG Open Date: 11/12/2015 13:15:44

Customer is contacting Chrysler because she is without a vehicle and hasn't heard back from Chrysler. Agent advised customer of lines 46-49.

Agent also stated SI should be in contact by Wednesday night. Customer states she has broken ribs and wants to know if there is another department that works with the medical aspect. Agent informed customer case is in the right department and if she doesn't hear by Wednesday night to contact us and we can look further into this.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/20/15 AT 04:18:26 [REDACTED]

FILE RETURNED TO SI FOR RESOLUTION

11/24 Dictated denial letter.

POSTMARK DATE: 112415; DATE RECEIVED: 112415

LETTER MAILED.

Customer calling for follow up on her case. Agent advised customer of letter mailed.

Customer wants a call from CM.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Briefly summarize why the customer is contacting Chrysler: Customer states that she hasn't received any contact regarding her accident and would like some feedback with an update. Agent informed customer that she will be getting a letter in the mail which entails whom to contact for information and informed her that the file will be sent back up to the correct department with an alert to make contact with customer. Customer feels that she is getting the running around and will be contacting a lawyer for further assistance and disconnected call.

Briefly summarize what the customer is expecting: Customer seeking an update.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer's address match COIN (Y/N): Y

Customer's current phone number (Daytime) [REDACTED]

Customer's current phone number (Evening) [REDACTED]

Any additional information: Customer states she hasn't received any feedback since she phoned in about her accident and would like an update.

CAIR assigned to 82S for contact request.

Customer contacted for an update on her case and wanted a callback on her case.

Customer phone no: [REDACTED]
emailed response letter.

POSTMARK DATE: 121115; DATE RECEIVED: 121615

12/17/15

Received letter dated 12/4/15 from

Attorney General

State Of Connecticut

MacKenzie Hall

110 Sherman Street

Hartford, CT 06105

PI: 1503245

999 AGCT letter advising of Denial requested this date

POSTMARK DATE: 121715; DATE RECEIVED: 121715

999 AGCT letter advising of Denial mailed this date

POSTMARK DATE: 031016; DATE RECEIVED: 031616

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

3/16/16

Received letter dated 3/8/16 from

Attorney General

State Of Connecticut

MacKenzie Hall

110 Sherman Street

Hartford, CT 06105

PI: 1503245

Owner sends rebuttal to previous Denial letter

UNABLETOGLEAN.RAB Letter requested this date.

POSTMARK DATE: 031716; DATE RECEIVED: 031716

POSTMARK DATE: 031716; DATE RECEIVED: 031716

3/17/16

UNABLETOGLEAN.RAB Letter mailed this date

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG2	CH	Open Date	11/20/2015	Built Date	12/05/2011
Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	07/09/2012	Mileage	30,000	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44927	AUFFENBERG CHRY OF HERRIN				
Dealer Address	1821 SOUTH PARK AVENUE					
Dealer City	HERRIN			Dealer State	IL	Dealer Zip 62948
Owner						Contact Type LETTER
Address						Home Phone
	COLP IL					Country UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default

Product - Transmission / Transaxle - Unknown - Other - Default

Product - Unknown - Unknown - Accident - Default

COIN Updated & CAIR reassigned to 82S

Contact:

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Murrays Body Shop & Auto Repair, 1400 N Park Ave. Herrin, IL 62948, United States

LOCATION OF VEHICLE PHONE NUMBER

What happened: Customer states Customer stated that it was raining he put the vehicle in park. The garage door had to be manually lifted, well he was lifting the door the vehicle jumped out of gear. Customer tried to catch the vehicle the door pulled the customer under and ran him over. He went to the hospital had a CAT scan done. he has a laceration on his leg, the right side of his body suffered damage. The vehicle was on flat land and it rolled into the neighbor s yard and came to a stop.

Preferred Email Address?

Date of Incident? 11/18/2015

Per OGC Matrix, reassigned to 82T.

11/23/15 assign to mjk32. pga

CAIR NUMBER REQUEST EAA INSPECTION 11-23-2015 11:11

CAIR NUMBER E-MAIL SENT TO EAA 11-23-2015 11:11

Agent called over to Murrays body shop estimate has been given and they are waiting for the technician to come and look at the vehicle, Murrays body shop is closed Thursday and Friday. Agent advised that the inspector has been notified but that it may not be until after the holidays. customer was ok with that and asked about the rental that he was in. Agent advised that after the inspection is done we can look at possible reimbursement for his rental. Customer thanked agent and understood and was thank full for agent to tell him truth.

CCRG Open Date: 11/23/2015 09:32:13

Briefly summarize why the customer is contacting Chrysler: Customer, Larry states he had to pay out of pocket for the rental. Customer states that the car is being repaired by used parts. The customer doesn t want used parts in his vehicle. The customer states he takes good care of his car. The customer states the dashboard went dark, then the problem went to the radio, then the ignition switch and now it s in the transmission. The customer states there are electrical issues and are cascading through the car going from module to module and are causing the car to go crazy. Customer don t want vehicle back because it almost killed him. Customer can hardly move his arm and is under doctor s care.

Customer is seeking to have the CM to contact him with updates and to have the rental reimbursed. Customer wants to know what Chrysler is

willing to do for him.

Agent advised: the customer that our engineers and inspectors are assigned to investigate and we take these kinds of matters very seriously and making a thorough investigation. The inspection needs to have a report done and the CM will contact the customer as soon as possible.

Agent reassured the customer that everything is being taken care of by Chryslers.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

[REDACTED]

Any additional information: Customer contacted Murrays Body Shop & Auto and stated they are putting used parts into the vehicle. Customer doesn't want used parts.

CAIR assigned to 82S for contact request.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/30/15 AT 14:36:45 [REDACTED]

FILE RETURNED TO SI FOR RESOLUTION

12/2 Dictated denial letter.

POSTMARK DATE: 120315; DATE RECEIVED: 120315

12/3 Letter mailed.

Customer called back requesting a CM to call him back at [REDACTED] at anytime. Customer is seeking a buy-back because car cannot be fixed, Customer states.

Customer is currently in a rental car and would like to extend it.

Customer would like to speak to a CM today.

Customer contacting Chrysler stating his CM has not contacted him back.

Customer states he has not received a letter.

Agent advised customer his case will be sent for a call back. Agent

advised customer we can not see what the letter entails.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer's address match COIN (Y/N): YES

If no, customer's current address:

[REDACTED]

Customer's email address:

Any additional information: Customer seeking call back from CM. Customer seeking update on case.

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

emailed response letter to owner.

Customer called in asking for an update on his case.

As per line 93, customer was advised a letter has been e-mailed to him, the contents of the letter cannot be seen by writer.

Customer stated he will look for email

Customer called today and wants a call back as soon as possible, he is expecting someone to call or he will seek legal avenues. Writer told customer that a CM will look at the case and get back to him as soon as possible.

sent email:

This is in response to your recent phone call. We have reviewed the balance of our file, and we are unable to glean any additional information that would allow us to change our previous position. We have closed our file on this matter.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG2	DH	Open Date	12/07/2015	Built Date	08/29/2012
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	01/18/2013	Mileage	77,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44058	DODGELAND OF COLUMBIA				
Dealer Address	190 GREYSTONE BLVD					
Dealer City	COLUMBIA			Dealer State	SC	Dealer Zip 29210
Owner	N				Contact Type	TELEPHONE
Address					Home Phone	
	COLUMBIA SC				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Customer stated he saw on news of Recall on transmission.

Customer stated he had accident because of transmission. He put vehicle in park and vehicle rolled down incline into another vehicle. Agent informed customer recall is not on his vehicle. Agent informed customer recalls are VIN specific. Customer understood and thanked agent. Agent also informed customer of Recall R35. Customer stated he had something done on vehicle that referred to airbag but is not sure if it was Recall R35.

Customer stated he ll send in paperwork for reimbursement.

Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAGG3EH	Open Date	12/11/2015	Built Date	09/19/2013
Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
In Service Dt	03/17/2014	Mileage	38,834	Dealer Zone	74 DENVER
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PX8	GLOSS BLACK			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	23690	PARK CHRYSLER JEEP			
Dealer Address	1408 HIGHWAY 13				
Dealer City	BURNSVILLE		Dealer State	MN	Dealer Zip 55337
Owner				Contact Type	TELEPHONE
Address				Home Phone	1
	MOUND MN			Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	

CQI Survey Record Received - DATE : 12/11/2015

Survey Number : 7248046

Quality Survey ID Number: 311290124

Survey Date : 12/10/2015

VIN Last 8 : EH

CQI Comments : Anytime.

Did Customer ask for call back: yes

Did Customer specify Email or Phone: phone

Customer s Preferred Method of Contact: phone

Preferred call back number is:

Preferred Email address:

Mileage Updated: 38834

Dealer code: 23690

Reason Codes Added: yes

Summarize Customer concern:

When I brought it in, could not shift into park. Was fixed but now I can t just shift lever from drive to park, it goes up to neutral or reverse and I have to push again to get to Park. Haven t had chance to bring in yet, but a nuisance to saw the least or potentially dangerous when I think it s in park and go to get out of car and it s in reverse. Love my 300 but I much preferred shifter I had in my 2011 Charger R/T.

6 months or so after i owned the car. Drove into my driveway to park car and could not get it into park. So I was not able to shut car off. I drove to dealership, put the emergency break on car with car running in drive and the dealer was at least able to show me a way to get car in park until I was able to bring back next day to have a replacement part put in car.

Reassigned to:

DEALERSHIP CONTACT: PARK CHRYSLER JEEP at 952-890-5337 Spoke with SA Nick who states the customer was last at the dealership on 8/7/2014 for electronic shift module replacement. Agent thanked SA Nick for his assistance.

Status update provided via email to the following email address:

My name is Linda, and I am following up on a survey that you recently completed regarding your 2014 CHRYSLER 300S AWD FOUR DOOR SEDAN. I have contacted PARK CHRYSLER JEEP, and spoken with Service Advisor Nick, who has advised that the last time you were at the dealership was 8/7/2014 to have the electronic control module replaced, however, you have not been back since, and the dealership was not aware that you were

having issues with your vehicle.

We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop as well as improvements desired by customers.

Given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank You,

Linda

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG2	DH7	Open Date	12/12/2015	Built Date	06/08/2013
Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	12/14/2013	Mileage	32,890	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	68583	STERLING CHRY-DODGE-JEEP				
Dealer Address	5504 I-49 NORTH SERVICE ROAD					
Dealer City	OPELOUSAS			Dealer State	LA	Dealer Zip 70570
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MAMOU LA				Country	UNITED STATES

Product - Unknown - Unknown - No Start - Default

Vehicle will not shut down

Briefly summarize why the customer is contacting Chrysler:

Vehicle Malfunction: "AFeature"

Briefly summarize what the customer is expecting:

Repair Assistance

#

Customer is having an issue with "Ignition system", and is contacting USCAC for information on possible causes. The customer states that the vehicle has not been to a Dealership as yet.

The Vehicle will not shift out of drive, nor shut down.

#

Agent assisted with shifting vehicle into Park, but could not get vehicle shut down.

Agent advised that the first step in any repair process is to have the vehicle diagnosed. Agent offered to connect the customer with their preferred/local dealership to facilitate said diagnostic process. The customer declined, as Roadside was already on the way.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHG5	CH	Open Date	12/27/2015	Built Date	01/13/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	03/14/2012	Mileage	30,000	Dealer Zone	70	
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRY	REDLINE 3 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	43531	POWER CHRYSLER JEEP DODGE				
Dealer Address	16406 N 26TH AVENUE					
Dealer City	PHOENIX			Dealer State	AZ	Dealer Zip 85023
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FORT WORTH TX 7				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Hard Shifting - Default

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because they are experiencing issues with their transmission not shifting into park and their vehicle will not shut off.
 Briefly summarize what the customer is expecting: Customer is expecting to obtain assistance in resolving the issue with their transmission.
 Agent attempted to assist best they could with information in owners manual however agent was unable to obtain a transmission over ride for the customer.
 Agent advised customer to take their vehicle to a Chrysler certified dealership to have the vehicle diagnosed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAGGX	EH	Open Date	01/04/2016	Built Date	11/13/2014
Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN		
In Service Dt	12/01/2014	Mileage	9,462	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	59655	STERLING HEIGHTS DODGE INC				
Dealer Address	40111 VAN DYKE AVENUE					
Dealer City	STERLING HEIGHTS			Dealer State	MI	Dealer Zip 48313
Owner					Contact Type	LETTER
Address					Home Phone	
SAINT CLAIR SHOR MI					Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

Automotive journalist for Edmunds.com notified the FCA Public Relations dept of a Cst email she received alleging of an accident. Public Relation forwarded the allegation to Top Care. Per AC 18819 case assigned to 82S for review and action as fit

COIN Updated & CAIR reassigned to 82S

LOCATION OF VEHICLE - Was taken to Sterling Heights Dodge (59655) after the incident on 12/1/15.

What happened?: Customer states

It s I got in an accident on December 1st. My 2014 Chrysler 300 was parked behind my work and I was pulling out of my parking spot and after backing out a bit I put my car into park and got out to see if I could clear the dumpster. As I got out my car began to roll forward. This caused my door to hit the dumpster closing my neck and leg in the door jam. My car bounced off the SUV in front of me into the car behind me. I was able to get my leg and head back in the car in order to try and put it into park. After 4 total attempts I was able to get my car to stay in park. I went to the hospital and my car was towed to Sterling Heights Dodge Chrysler Jeep and Ram dealership to get looked at. The service manager told me they completed the software update for the transmission and everything should be fine now. I have a 500 dollar deductible and an estimate of the total damages is \$2200. I have received no information about what exactly was wrong with my car or if it is safe to drive, and I am unsure of what the next step to take is. I was wondering if you could lead me in the right direction.

Any thoughts would be appreciated. Many thanks! anita

Sincerely,

Date of Incident? 12/1/15

Per OGC Matrix, reassigned to 82t for their review and handling.

1/5/16 ASSIGNED TO MJK32. PAG

CAIR NUMBER REQUEST EAA INSPECTION 01-05-2016 08:12

CAIR NUMBER E-MAIL SENT TO EAA 01-05-2016 08:12

POSTMARK DATE: 010416; DATE RECEIVED: 010516

CCRG Open Date: 01/04/2016 16:00:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/14/16 AT 11:43:46

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

FILE RETURNED TO SI FOR RESOLUTION

1/15 Dictated denial letter. _

POSTMARK DATE: 011516; DATE RECEIVED: 011516

1/15 Letter mailed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG2	DH	Open Date	01/18/2016	Built Date	05/27/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	05/31/2013	Mileage	38,000	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	66487	JAKE SWEENEY CHRYSLER JEEP DODGE,			INC.	
Dealer Address	85 W KEMPER RD					
Dealer City	CINCINNATI			Dealer State	OH	Dealer Zip 45246
Owner					Contact Type	TELEPHONE
Address	R				Home Phone	
	HAMILTON OH				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Hard Shifting - Default	Stuck in park position
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer contacted Chrysler because his vehicle was stuck in the park position and wanted to know if it was any recalls for that

Briefly summarize what the customer is expecting:

Customer is expecting a solution

****End structured narrative T2 - Beginning Narrative

Agent informed customer that there is no recalls that apply to his VIN for that problem

Agent advised he contact his local CDJR DLR for a diagnosis

Survey By-Pass No Diagnosis

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG4EH	Open Date	01/26/2016	Built Date	10/05/2013
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	07/02/2014	Mileage	30,726	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PDC	PEWTER GREY PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	60262	STATELINE CHRYSLER JEEP DODGE,		INC.	
Dealer Address	800 GOLD HILL RD				
Dealer City	FORT MILL		Dealer State	SC	Dealer Zip 29708
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	CHARLOTTE NC			Country	UNITED STATES

Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Unsatisfactory / Dislikes - Unknown	Needs new paint
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Open STAR case 100512539
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer called in states the vehicle is at the DLR Stateline. The customer states she thought she put the vehicle into park. she got out of the vehicle left for about 20 mins, got back to the vehicle, the vehicle had rolled (no one inside) hit a garbage can. and damaged their gate. The vehicle has stretches and dents from the incident . Agent contacted DLR. Micheal is the SA working on the vehicle:ext1073. SA not available

Briefly summarize what the customer is expecting:
Reason for Dealer Contact: get vehicle information
Dealer Code: 60262
Dealer Personnel Required:
Customer s Preferred Method of Contact:
Customer Phone Number (Morning):
Customer Phone Number (Evening):
Reason for assigning to Resolution Team:
Assigned to 86T
Customer calling in stating that she never heard anything back from Chrysler. Customer wants to know the status of her vehicle.
Agent contacted DLR 60262 and was unable to reach the Service Manger or Service Advisor.
Reason for Dealer Contact: Get diagnosis on vehicle.
Dealer Code: 60262
Dealer Personnel Required: SA Mike
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning):
Customer Phone Number (Evening):
Customer Email address: No email on file.
Reason for assigning to Resolution Team: Could not reach service department.
Assigned to 86T
Customer advised that they will be contacted within one (1) business day. by COB their time
Preferred morning/midday call back number is
Preferred afternoon/evening call back number is
Customer email address for case updates: N/A
Would customer like to receive updates via text message? N
Mobile number:
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y
If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? STATELINE CHRYSLER JEEP DODGE.

60262

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

Date:

Time:

Confirmed appointment at "dealer code" with "name"

Is the customer in a rental? N

Who authorized?

From what date?

Reassigned to 88F

***** Case Management - District AG *****

OOW: No

MVP: Yes

Household: 2

CONTACT UPDATE - Customer was contacted today at 4:50

Customer was provided with agent's extension: 40592

CM needs to call dealer about paint warranty for damages and about going driving

CM needs to set up an appointment and rental

CM set up an appointment for customer for 2/8/2016 for transmission looking into and for DI pictures for paint work

CM contacted SM Mike who stated that they don't do body work, customer needs to make appointment with a body shop. SM was advised by STAR that if they could not duplicate issue not to touch the vehicle any further.

CM contacted customer who stated she would like an email with information for a body shop that is Chrysler certified, customer gave CM the email

Status update provided via email to the following email address:

ABRA Auto Body & Glass
1501 N Chester St
(704) 869-0123

Open until 5:30 PM

Here is the information for the body shop that works with Chrysler, please set an appointment and I will follow up with you on 02/10/16.

Thank you for being a loyal Chrysler customer and have a great day.

End of Status Update

Secondary No : none.

called, requesting her Case Manager. Transferred customer to CM TS1323 at ext 40592.

Anthony has an appointment at Keffer in their detail shop on Monday any time drop off

and the Bodyshop number is 704-295-1935

CM contacted DLR and asked about our customer and when she would be in and she hasn't yet

CM contacted Customer and she was able to tell me she was at work and she will call me once she is off

called to speak with CM. Writer warm transferred to TS1323 ext. 40592.

CM Contacted DLR to let them know the customer will be dropping the car off on 2/16/2015

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

CM tried to contact the DLR and was met with a voicemail left message with a call back

CM contacted DLR and received warranty pricing for the repair and the

Total is 1,330.76

Parts is 513.24

Labor is 817.52

Co-Pay is yet undetermined due to the SM AJ being unavailable he has said to his Warranty Clerk Carley that he'll get back with me as soon as he can on this topic

SM AJ contacted CM and has declined assistance of good will and has stated that the customer needs to get her insurance company involved on this issue with the total amount will be 1,541.02 to fix CM will contact customer and see where we go from there

Customer requested to speak to Case Manager.

Transferred to TS1323 voice mail

2nd PHONE: Customer declined to give 2nd phone

Status update provided via email to the following email address:
TS1323@chrysler.com, VB254@chrysler.com, TL448@chrysler.com

Please call customer [REDACTED]

End of Status Update

CM will contact customer on 2/23/2016 to go over options and threw further review and research scene the paint and dents wasn't made by a car defect it was declined due to the issue and will fall on customer responsibility to have the repairs completed

CM contacted Satline and was unable to find an Alan in the DLR and was told there is no employee there by that name

Customer called for supervisor Writer was able to get supervisor JB1846. Writer warm transferred call to supervisor's ext. WA called to make sure that the rental was noted in the DM notes. Writer checked and it was noted so they can submit it as usual. WA thanked writer and disconnected CM reviewed notes and will contact WA and to go over what has happened CM was trying to get a hold of an Alan Leasure in the collision center and wasn't able to

CM was given voicemail to where CM left a message for the Collision center to give a call back at 40592 for a customer issue update and to go over the issues at hand

Writer spoke to Alan at Keefer (bodyshop) DI denied repair Alan stated the damage is under the bumper which would lead to believe it is from going thru dips to fast and scratching the bottom of bumper then there was a scratch on right fender customer would need to go thru insurance company

Status update provided via email to the following email address:

[REDACTED]
Hello Mrs. [REDACTED] I spoke to Alan at Keefer. Our warranty group denied this claim because it is not a manufacture defect. You can file a claim with your insurance maybe better able to help with this issue at this point I will close your case if need be we can reopen or open case again your notes are permanent please call 1- 800 CHRYSLER

End of Status Update

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

Customer Assistance Inquiry Record (CAIR)#

VTN	2C3CCABG0	DH	Open Date	01/28/2016	Built Date	12/07/2012
Model Year	2013	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN		
In Service Dt	03/04/2013	Mileage	35,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	45180	MAC HAIK DODGE CHRYSLER JEEP				
Dealer Address	11000 NORTH FWY					
Dealer City	HOUSTON			Dealer State	TX	Dealer Zip 77037
Owner	T				Contact Type	TELEPHONE
Address					Home Phone	
	HOUSTON TX				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is inquiring about a transmission recall
Product - Transmission / Transaxle - Unknown - Seizes, Sticks, Binds - Default	Customer vehicle shifter is stuck in park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is inquiring about a transmission recall. Customer vehicle is not able to get it the vehicle out of the park position.

Briefly summarize what the customer is expecting: Agent informed the customer that there are no recalls on the vehicle but the it should be covered under the warranty. Agent advised the customer to have a diagnosis to determine what the issues is. Agent provided the customer with the DLR contact information due to the DLR was closed.

Reassign to AS3081 for a survey by pass due to no diagnosis.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCARG2	EH	Open Date	02/09/2016	Built Date	09/27/2013
Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN		
In Service Dt	12/13/2013	Mileage	16,000	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	65748	PLEASANT HILLS CHRY-JEEP INC				
Dealer Address	600 CLAIRTON BLVD					
Dealer City	PITTSBURGH			Dealer State	PA	Dealer Zip 15236
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	IMPERIAL PA				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default

Read in paper/ issues with gear shifter.

Briefly summarize why the customer is contacting Chrysler: Customer states that she read in the paper today 02/09/2015 that there are issues with the gear shifter. Customer states that it indicates that the car will be in park and seem off but still be running. Customer states that she has thought that the car was off but she assumed that it was just quiet until she got out and noticed it was still running.

Briefly summarize what the customer is expecting: Customer expects information on what she has read

Agent advised customer that agent has not heard anything about this but if she feels something is wrong agent can get her in contact with the DLR. Customer stats she has no issues but would like this documented. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXHGX	CH	Open Date	02/10/2016	Built Date	01/27/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	03/18/2012	Mileage	26,300	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	45189	DCH CHRYSLER JEEP DODGE OF			TEMECULA	
Dealer Address	26845 YNEZ ROAD					
Dealer City	TEMECULA			Dealer State	CA	Dealer Zip 92589
Owner					Contact Type	LETTER
Address	LN				Home Phone	
	VALLEY CENTER CA				Country	UNITED STATES

Referral - Executive Referrals - Other - Default - Default	Trans, A/C
Corporate - Property Damage - Default - Default - Default	
Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	
Product - Unknown - Unknown - Accident - Default	

021016 Received Executive Referral from PLF- see prior CAIRs/handling
PLF received the following email from the customer

From: [REDACTED]
Sent: Tuesday, February 09, 2016 5:07 PM
To: Szuber Pamela (FCA)
Subject: Re: Dodge Charger complaints
Good Afternoon Ms. Szuber,

I am writing you regarding my 2012 Charger again, regrettably, as I am still experiencing issues with the vehicle. Some of the problems the dealership was able to address last summer and some remain open. The shifter problem I reported is still evident. It didn't leave the car in park, but jumped into reverse last week and caused a dent to my right rear quarter panel. First dent ever in 35 years of driving! Something that should not have happened if the issue would have been corrected last summer. I started using the A/C again last week and is still smells musty, -still an issue. Overall I still believe I got stuck with a car that escaped quality checks and leaves me an unhappy customer. Sincerely,

021016 due to nature of customers complaint/claim regarding body damage, reassigning CAIR to SI for handling of transmission complaint/claim. Once SI handling is concluded, writer will address A/C complaint with customer tmt

Sent email to customer :
From: Tarnosky-Dietrich Tina (FCA)
Sent: Wednesday, February 10, 2016 12:47 PM
To: [REDACTED]
Subject: CH [REDACTED] 2012 Dodge Charger

Mr. [REDACTED]
Your email complaint has been referred to me by Ms. Szuber for handling. Due to the nature of your claim of the transmission and damage to your vehicle, the claim has been forwarded to our Special Investigations unit for handling of this complaint. Can you please reply to let me know where your vehicle is located, the best phone number to reach you, as well as the current mileage? Once we have this information, I can arrange to have the vehicle inspected. Once this investigation is completed, I will be back in contact with you to address your A/C complaint. _

Tina Dietrich
CA Business Center
Customer Relations Specialist

949-450-5140 Office

021016 recvd reply from customer :

From: [REDACTED]

Sent: Wednesday, February 10, 2016 12:57 PM

To: Tamosky-Dietrich Tina (FCA)

Subject: Re: CH [REDACTED] 2012 Dodge Charger

Hello Ms. Tamosky-Dietrich,

The vehicle is located at my home address: [REDACTED], Valley Center, CA [REDACTED] current mileage is approx. 26,300, phone number [REDACTED]

Reassigned to SI

The vehicle is located at my home address: [REDACTED] e, Valley Center, CA [REDACTED]

[REDACTED] *****

Per OGC Matrix, reassigned to 82T.

R35 REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE SAFETY 08/20/2015 INCOMPLETE

2/11/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 02-11-2016 08:47

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 02-11-2016 08:48

CCRG Open Date: 02/11/2016 08:19:43

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/16/16 AT 20:19:15 [REDACTED]

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

****FILE RETURNED TO SI FOR RESOLUTION**** Dictated denial letter.

POSTMARK DATE: 021916; DATE RECEIVED: 021916

LETTER MAILED.

022216 recvd email from customer seeking status.

From: [REDACTED]

Sent: Monday, February 22, 2016 12:28 PM

To: Tamosky-Dietrich Tina (FCA)

Subject: Re: CH [REDACTED] 2012 Dodge Charger

Hello, -any feedback yet from the engineer's findings last week? B. Ott

022516 replied to customer via email :

From: Tamosky-Dietrich Tina (FCA)

Sent: Thursday, February 25, 2016 3:30 PM

To: [REDACTED]

Subject: RE: CH [REDACTED] 2012 Dodge Charger

I show that a letter was mailed to your home on 2/19.

I will contact you next week to arrange for an inspection for your A/C complaint. Currently, our Field Engineers are scheduling approximately 2 weeks out. So when I have the first available dates for you, we will get an appointment scheduled.

Which dealer would you prefer to have the inspection at ?

Tina

From: [REDACTED]

Sent: Thursday, February 25, 2016 3:41 PM

To: Tamosky-Dietrich Tina (FCA)

Subject: RE: CH [REDACTED] 2012 Dodge Charger

Thanks for the update. Jack Powell, Escondido would work.

B. Ott

From: Tamosky-Dietrich Tina (FCA)

Sent: Thursday, March 03, 2016 3:17 PM

To: [REDACTED]

Subject: RE: CH [REDACTED] 2012 Dodge Charger

[REDACTED]

Unfortunately, I don't have any dates to offer for our Technical Advisor for the next few weeks.

In order for us to address your complaint of the A/C having a musty smell in a timely manner, I will have Jack Powell contact you to arrange for an appointment to inspect your vehicle. Should they require technical assistance, we can have our Technical Advisor consult with them via telephone.

Please keep in mind that your vehicle is out of its 3/36 warranty, so the dealer will require you to authorize an estimate to inspect and diagnose your concern. Once diagnosed, the dealer can contact me back on your behalf, and I can review for possible out of warranty assistance.

Thank you,

Tina Dietrich

030316 spoke to sm gary block, he will contact customer to set appt.
030716 spoke to sm gary, he tried to reach customer, reached wife, and
left message tmt

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG8	DH	Open Date	02/12/2016	Built Date	01/22/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	01/24/2013	Mileage	84,000	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE			Dealer State	NY	Dealer Zip 11361
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FLUSHING NY				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Seizes, Sticks, Binds - Default	Car wouldn't shift out of drive.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is experiencing his shifter locking into Drive and unable to place the vehicle in Park. Customer is unable to have the ebrake stay engaged while the vehicle is in drive. Customer tried to contact DLR but was told soonest appointment was 2 weeks out.

Briefly summarize what the customer is expecting: Help getting an appointment sooner.

Agent tried to contact a different DLR in the area, but DLR was closed. Agent gave customer the number of the 2 next DLRs in his area based off distance, and advised customer calls them in the morning and checking what the appointment time is. If customer is unable to get a close timeframe, agent advised customer call back into CAC and see if we are able to assist him. Vehicle is still covered under the powertrain warranty for this issue.

Reassigned to TL JL1476 for survey bypass. no diagnosis, vehicle under warranty for powertrain.

Customer contacted Chrysler stating that he is unable to get his vehicle out of drive mode and feels very unsafe to drive the vehicle. Customer states that all of the DLR have been booked until March for a diagnosis. Agent contacted * 26999* to set up an appointment for diagnosis today 2/13/2016.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG0	CH		Open Date	02/13/2016	Built Date	02/07/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	08/21/2012	Mileage	51,000	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	60071	JOHN HIESTER CHRYSLER DODGE JEEP			LLC		
Dealer Address	940 NORTH MAIN STREET						
Dealer City	LILLINGTON			Dealer State	NC	Dealer Zip	27546
Owner						Contact Type	LETTER
Address						Home Phone	
	HOPE MILLS NC						UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default	Customer states vehicle came out of park.
Product - Unknown - Unknown - Accident - Default	Customer states vehicle came out of park.
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle came out of park and it had done this approximately one year ago as well. Customer believes it is a manufacturer defect.
 Briefly summarize what the customer is expecting: Customer is expecting to have vehicle repaired at no cost to them.
 Agent advised customer they would need to have vehicle diagnosed. Customer insisted they should not have to pay out of pocket for repair. Agent reiterated vehicle would need to be diagnosed before anything could be determined. Customer demanded supervisor call back.
 SEE TL or SME for handling
 Customer has requested Supervisor callback

Reason for request: Customer would like to have a Supervisor advise them regarding out of pocket expenses.
 CAIR assigned to: PH 314
 CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
 SUPERVISOR CALL BACK

Customer states that she does not understand why she would be charged for a manufacturing defect especially considering she was injured.
 COIN Updated & CAIR reassigned to 82S
 Contact mother

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Hope Mills, NC

LOCATION OF VEHICLE PHONE NUMBER:

What happened?: Customer states she put the vehicle in gear, was exiting vehicle when the vehicle rolled backwards. Customer states that she jumped back in the vehicle and injured her neck and back.

Preferred Email Address?

Date of Incident? February 13, 2016

Per OGC Matrix, reassigned to 82T.

R35 REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE SAFETY 08/20/2015

INCOMPLETE

2/18/16 ASSIGNED TO MJK32, PAG

CAIR NUMBER REQUEST EAA INSPECTION 02-18-2016 11:31

[REDACTED] E-MAIL SENT TO EAA 02-18-2016 11:31

Customer trying to get a DLR that can get her in sooner at customers request. When agent got a hold of Peterson Chrysler Jeep Dodge that was able to get her in today, customer did not want to drive there, while agent was trying to assist customer, customer hung up.

CCRG Open Date: 02/18/2016 07:44:00

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/02/16 AT 13:25:31 [REDACTED]

****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter.

POSTMARK DATE: 030416; DATE RECEIVED: 030416

LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG5EH	Open Date	02/15/2016	Built Date	10/28/2013
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	03/29/2014	Mileage	26,608	Dealer Zone	63 DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	68732	SPIRIT CHRY-JEEP			
Dealer Address	4611 AVENUE Q				
Dealer City	LUBBOCK	Dealer State	TX	Dealer Zip	79412
Owner	A			Contact Type	LETTER
Address				Home Phone	
	LUBBOCK TX		Country	UNITED STATES	

Product - Unknown - Unknown - Accident - Default	Customer had a accident
Corporate - Property Damage - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that in early December her vehicle was in parked in the garage. She went back into her house and the vehicle shifted out of park and put a hole into her garage. The customer advised that she try to stop her vehicle but she fall down on her knees. The insurance company told her to give us a call to make us aware of the issue. The dealership told her to keep driving and there was nothing they could do. Customer is afraid to drive the vehicle to work. Writer advised the customer that we will escalate the CAIR to our Special Investigation team.

Briefly summarize what the customer is expecting: Customer wants us aware the issue she had with her vehicle.

Resign to 82S

--

Vehicle Location:

LUBBOCK, TX-

Ph: 5

Per OGC Matrix, reassigned to 82t for their review and handling.

2/16/16 ASSIGNED TO MJK32. PAG

CAIR NUMBER 2 REQUEST EAA INSPECTION 02-16-2016 09:24

CAIR NUMBER E-MAIL SENT TO EAA 02-16-2016 09:24

CCRG Open Date: 02/15/2016 15:20:45

COIN Updated & CAIR reassigned to 82S

LOCATION OF VEHICLE - Owner has the vehicle

What happened?: As above notes state.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

Customer states she is afraid to continue driving this vehicle.

Per OGC Matrix, reassigned to 82T.

2/26/16 UPDATED CCRG FILE & CASE MANAGER. PAG

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/14/16 AT 04:39:28

FILE RETURNED TO SI FOR RESOLUTION

Reviewed report and images.

The inspection report reveals no indication a malfunction occurred with the BTSI system that caused or contributed to the incident. Once the shifter is placed in the park position the parking pawl holds the vehicle stationary.

Dictated denial letter.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

POSTMARK DATE: 031816; DATE RECEIVED: 031816

-

Mailed letter.

Customer seeking an update. Agent reviewed above notes and advised customer that a letter has been mailed to her on 3.18.2016 therefore she will soon be receiving it. Agent apologized to customer and advised that she is unable to view the contents of the letter as it was issued by a higher division.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG7	CH	Open Date	02/18/2016	Built Date	11/03/2011
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	02/27/2012	Mileage	36,000	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	68428	DEMPSEY DODGE CHRYSLER JEEP II INC				
Dealer Address	1000 E ROUTE 34					
Dealer City	PLANO			Dealer State	IL	Dealer Zip 60545
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OSWEGO IL 6				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default	Inquiry of transaxle recall. Vehicle jumped out of park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Customer said vehicle was in park and rolled away when he got out of vehicle. Customer also said that it ran over his foot but that he is ok.

Customer does not have a recall on his vin at this time but he does have warranty coverage and agent advised him of this. Agent also advised customer to have vehicle diagnosed by dealer and inspected for repair.

Customer will contact dealer. Customer understood.

Vehicle is at the dealership - DEMPSEY DODGE CHRYSLER JEEP II INC (68428)

Update triggered by s235351

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXBG0	CH		Open Date	02/19/2016	Built Date	02/07/2012
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN			
In Service Dt	08/21/2012	Mileage	51,000	Dealer Zone	66	ORLANDO	
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					
Dealer	60071	JOHN HIESTER CHRYSLER DODGE JEEP			LLC		
Dealer Address	940 NORTH MAIN STREET						
Dealer City	LILLINGTON			Dealer State	NC	Dealer Zip	27546
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	HOPE MILLS NC 2					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Stalling when on an incline
Product - Drivability - Unknown - Other - Default	Vehicle is going out of park
Corporate - Survey By-Pass - No Diagnosis - Default - Default	Vehicle not taken for a current diagnosis.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC because she vehicle is shifting out of park on its own. Vehicle is also stalling when on an incline. Customer states she brought the vehicle into Peterson DLR code 28358 and they were not able to duplicate her concerns. Customer states she brought it to this DLR because the DLR she normally uses JOHN HIESTER DLR code 60071 could not get her in till next week

Briefly summarize what the customer is expecting: Customer is expecting her vehicle to be diagnosed and to have her vehicle fixed.

Agent tried contacting JOHN HIESTER DLR code 60071 to schedule an appointment for the customer.

Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is

Preferred afternoon/evening call back number is

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJR dealer within the last 30 days?

Yes, DLR 28358 tried to diagnosed but was an able.

If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code?28358

Is the customer in a rental? No

Reassigned to 88F

Agent contacted DLR 60071 to see when was the earliest day to have the customers vehicle diagnosed. Service stated February 25th is the earliest date. Agent contacted customer and advised her that this was the earliest date. Customer chose to contact dealer herself.

***** CASE MANAGER TEAM - District M *****

Loyalty Snapshot

In Powertrain Warranty

Household: 1 New

MVP: None

CONTACT UPDATE - Customer was contacted today at at 4:35PM

MST. Customer was provided with agent s extension: 40786. Agent attempted to contact customer, however, customer was not available. The reason for the customer contact was to provide or request the following information: receive expectations

Agent attempted to contact customer however, customer was not available. Left message for a return call at extension 40786.

The reason for the customer contact was to provide or request the following information: receive expectations and confirm appointment set
Writer called Customer at who advised that she was working with someone else from Chrysler who had set an appointment for her to go

to Crown Dodge 2/29/2016 at 11am. Writer will follow up 3/1/2016 to confirm appointment kept.

██████████ has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1118RT*****

██████████ this is Ralph, your case manager. Your case# is 2-██████████3. My phone# is 800-763-8422 ext 40786. You can also respond to this text.

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

Writer contacted DLR to get update on if customer made appointment. DLR stated that customer had appointment set for 2/25, however customer did not make it to appointment. There are no open tickets for customer at this time.

Writer called Customer at ██████████ who advised she was working with SI and legal to resolve the issue, see CAIR # ██████████46, Writer advised of case closure.

***** Below Customer Contacted for Documentation Request *****

ralph.thompson@fcagroup.com on 2016-03-09 @ 20:50

***** Customer Document Received *****

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CDXJG4	DH	Open Date	02/25/2016	Built Date	10/18/2012
Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
In Service Dt	08/20/2013	Mileage	35,850	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	37058	R I SURESKY & SON INC				
Dealer Address	RTE 17A HATFIELD					
Dealer City	GOSHEN			Dealer State	NY	Dealer Zip 10924
Owner					Contact Type	LETTER
Address					Home Phone	
WASHINGTONVILLE NY					Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

Briefly summarize why the customer is contacting Chrysler: To report accident.

Briefly summarize what the customer is expecting: Noted.

Customer called to advise her vehicle has rolled down her driveway on 2 occasions. The first time in 03/2015 and 02/23/2016.

She states she had gone to a friends home and parked in their driveway and the e-brake was set, as the driveway is on a bit of a incline. this was at 7:30 pm.

When she woke up in the morning she noticed her vehicle had rolled into the other vehicle further down the driveway. Damage to her vehicle is the Drivers side front. The damage to the other vehicle is drivers side. She states her vehicle turned a bit and made contact while rolling and there is damage down the drivers side of other vehicle.

She feels the vehicle has a defect and took it to DLR 37058, Please refer to Star case

Agent verified coin information with customer.

COIN Updated & CAIR reassigned to 82S

Contact

Telephone #1

Telephone #2 -492 50

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

WASHINGTONVILLE, NY.

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states Vehicle rolled down driveway and struck another vehicle between 7:30 pm and 7:30 am. 02/23/2016-02/24/2016

Preferred Email Address?

Date of Incident? 02/23/2016-02/24/2016

2/26/16

Vehicle rolled down driveway and struck another vehicle

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

WASHINGTONVILLE, NY.

LOCATION OF VEHICLE PHONE NUMBER

Reassigned to 82t for their review and handling.

2/26/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 02-26-2016 08:59

CAIR NUMBER E-MAIL SENT TO EAA 02-26-2016 08:59

CCRG Open Date: 02/26/2016 08:23:05

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/11/16 AT 12:41:53

3/15/16

**

FILE RETURNED TO SI FOR RESOLUTION DENIAL ***
NOTLEDTOBELIEVE.DRM Letter requested this date
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Close Loop Exception Reason Code
POSTMARK DATE: 031516; DATE RECEIVED: 031516
3/16/16
NOTLEDTOBELIEVE.DRM Letter mailed this date

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCACG7	CH	Open Date	03/02/2016	Built Date	07/09/2012
Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	08/30/2012	Mileage	59,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PTW	LUXURY BROWN PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	44303	WYATT ARP CHRY-DODGE INC				
Dealer Address	1550 W KINGSBURY					
Dealer City	SEGUIN			Dealer State	TX	Dealer Zip 78155
Owner					Contact Type	CHAT
Address					Home Phone	
	SAN ANTONIO TX				Country	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Other - Default	catches
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Seizes, Sticks, Binds - Default	wouldn't shift out of drive
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

CHAT ID: Hi, my name is Cheryl. How may I help you?

Cheryl: Good morning, [REDACTED].

[REDACTED]: I had quite a problem last night. The shifter on my 2012 Chrysler 300 locked in drive and I could not turn off the car. After the service dept. at the dealership is closed, there is no 24 hour number to call as to what to do.

Cheryl: Oh, no! I am so sorry to hear this happened to you.

[REDACTED]: I got the car back to te house and had to let it run until the gas ran out because there was no one to call

Cheryl: Wow, that s not a fun thing. Did you try unhooking the battery? That should have shut off the car.

[REDACTED]: I was not sure if that was such a good idea because of all the electronics

Cheryl: I m not sure either, truthfully. So have you called your dealership?

[REDACTED]: I had the car towed in this morning, but this is a high end auto and a 24 hour number to call is not to much to ask for

Cheryl: I hear you. I think Roadside Assistance is available 24 hours/day. Do you have that number?

[REDACTED]: I am aware that there has been a lot of problems with these shifters and the new ones are even worse.

Cheryl: [REDACTED], can I bother you to confirm the last 8 of your VIN?

[REDACTED]: CH [REDACTED]

Cheryl: Also, are you still or [REDACTED]? How many miles on the car approximately?

Cheryl: I would like to document the problem so it is on file. That s why I m asking all the questions.

[REDACTED]: I called Roadside Assistance but since the dealership was closed they suggested waiting until the AM

[REDACTED]: In the manuel it showed how to take the car out of park, but not how to more the shifter back to neutral or park

Cheryl: I m sorry if that is the case.

Cheryl: I m really sorry I don t know how to help you other than to document on a case for you.

[REDACTED]: Thank God I was near my house because leaving the car running somewhere else might sure have been a problem

Cheryl: How many miles on the car?

[REDACTED]: It is OK but a 24 hour auto tech would be a really good idea if you can pass it along

Cheryl: I sure can pass that advice along. You bet.

[REDACTED]: 59,000 and I bought the lifetime coverage

Cheryl: That s great. Thanks for telling me that.

██████████ Another quick question since I am here.

Cheryl: Sure. Hopefully, I can answer.

██████████: The belly pan under the engine catches on things VERY easily. I replaced it with the newer one and it even catches on my driveway. Any suggestions?

Cheryl: I recommend you talk to your service advisor about it. He would have some ideas.

██████████: OK will do, but just replacing it does not solve the problem It comes down too low

██████████: Thanks for your help

Cheryl: That would be something our engineers would be interested to know if they don't know this already. I will let them know. Thank you for contacting Chrysler Customer Care. Please chat with us again, or if you need further assistance, contact Chrysler customer care at 800-247-9753. You can also look for updates on our website www.chrysler.com. Have a good day!

██████████: You too!

Cheryl: Thanks!

██████████ disconnected (Concluded by Agent).

160302-000135

TL Survey Bypass - no diagnosis.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG1	CH	Open Date	03/11/2016	Built Date	05/24/2012
Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	08/04/2012	Mileage	40,829	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PWD	IVORY 3 COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				
Dealer	45180	MAC HAIK DODGE CHRYSLER JEEP				
Dealer Address	11000 NORTH FWY					
Dealer City	HOUSTON			Dealer State	TX	Dealer Zip 77037
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HOUSTON TX				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Will not shift into park
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because her vehicle will not shift into park which is preventing her vehicle from being shut off.

Briefly summarize what the customer is expecting: Customer is expecting to find out how she can get her vehicle to shut off.

Agent informed customer that Agent was unable to find a second way to get the vehicle to shut off and offered to transfer her over to roadside assistance, customer accepted so Agent transferred customer over.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCA6G6EH	Open Date	03/11/2016	Built Date	06/09/2014
Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
In Service Dt	09/12/2014	Mileage	6,472	Dealer Zone	51 CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	60490	ARLINGTON HEIGHTS CHRYSLER DODGE			
Dealer Address	1155 W DUNDEE ROAD				
Dealer City	ARLINGTON HEIGHTS		Dealer State	IL	Dealer Zip 60004
Owner				Contact Type	LETTER
Address				Home Phone	
	INDIANAPOLIS IL			Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default

Product - Unknown - Unknown - Accident - Default

Briefly summarize why the customer is contacting Chrysler: customer called in stating his vehicle just occurred damage by vehicle defect. Customer he got into his vehicle and forgot his phone. Customer stated he put vehicle in park but when left the vehicle it rolled back out of driveway into a ravine across the street. Customer stated that he was assured it was in park and wanted to have this looked at by Chrysler.

Briefly summarize what the customer is expecting: agent advised that we could have vehicle towed by roadside as he has coverage. Agent advised we can seek SI assistance as customer advised he will be towing it to his home. Agent advised that vehicle is currently sitting in ravine and is currently having it towed to his home location. Agent advised to call tomorrow to connect to roadside. Customer advised he was going to contact them or CAC tomorrow to have vehicle towed to home location.

next agent please contact roadside when he calls for customer towing assistance.

COIN Updated & CAIR reassigned to 82S

Contact: A

Telephone #1 A

Telephone #2 A

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Indianapolis, IN USA

LOCATION OF VEHICLE PHONE NUMBER A

What happened?: Customer states A vehicle started, customer exited vehicle while in park, vehicle rolled backwards into a ravine with one passenger and their Dog. vehicle then was partially submerged in water.

Preferred Email Address? n/a

Date of Incident? 3/11/2016

Customer contacting stated he managed to drive out his vehicle out of the ravine this morning, so he does not need roadside towing assistance.

Customer seeking next steps as he is supposed to go out of town for a meeting Monday. He states his wife does have a Jeep they can use.

Customer states there is damage to the rear of vehicle as it rolled into tree.

Agent advised customer there isn't much we can do since the case was sent to SI. Agent advised customer to leave vehicle at above location, and to not bring to dealership for repairs in the event SI wants to look at the vehicle. Agent advised customer they should hear back next week, most likely Tuesday or so. Agent provided cause number and advised to contact back for further assistance if needed.

Vehicle Location:

Owners Home

INDIANAPOLIS IN

Per OGC Matrix, reassigned to 82T for their review and handling.

3/14/16 ASSIGNED TO TNT16. PAG

CAIR NUMBER REQUEST EAA INSPECTION 03-14-2016 10:25

CAIR NUMBER E-MAIL SENT TO EAA 03-14-2016 10:25

The customer was calling in today provided CAIR# as I was asking for verification customer disconnected call.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N):

If no, customer s current address:

Customer s current phone number (Daytime):

Customer s current phone number (Evening): 9

Customer s email address:

Any additional information: Customer who owns vehicle is

CAIR assigned to 82S for contact request.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

Per OGC Matrix, reassigned to 82T.

Southeast Business Center spoke to owner today and the vin on this CAIR is incorrect last 8 should be EF. Owner name on this CAIR is also incorrect, should be Tony Clark. This file should be updated with correct information.

Agent put wrong vin (EF) and associated CNA on Cair. Corrected to EF.

3/15.... Writer spoke with owner who provided details of what happened when vehicle was put into park on 3/11/16. Owner stated that he s been in contact with a number of people from FCA but is uncertain of next steps. Writer advised owner that an inspection request was sent yesterday and it may take up to two weeks before the inspector contacts owner and arranges towing to a specific dealership. Writer advised owner that vehicle needs to remain where it is (at home in his garage) until inspector arranges towing. Writer advised owner to rent a vehicle on his own and pay for rental charges upfront. Once owner is no longer in rental, he can send writer the invoice for full reimbursement on the rental charges he incurred. Writer advised owner to call him directly if he had any other questions in the meantime. Owner understood and is satisfied.

3/15/16 UPDATED CCRG FILE AND CASE MANAGER. LSS

CCRG Open Date: 03/14/2016 09:42:16

Customer seeking an update on his case as he received a letter stating no one has been able to get in contact with him. Customer is very upset as has been trying to deal with this issue. Customer would like the last agent to contact him back as he deleted the message with the agents name and direct line.

-
Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): Y

If no, customer s current address:

Customer s current phone number (Daytime):

Customer s current phone number (Evening):

Customer s email address:

Any additional information:

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82T.

3/22/16 updated cm. pga

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/23/16 AT 10:43:04 28897193
3/24/16

**

****FILE RETURNED TO SI FOR RESOLUTION*** DENIAL ****

Per Investigator:

,

The BTSI system checked and found to be functioning properly.'

NOTLEDTOBELIEVE.DRM Letter requested this date.

POSTMARK DATE: 032916; DATE RECEIVED: 032916

3/29/16

NOTLEDTOBELIEVE.DRM Letter mailed this date

4/5..... Writer spoke with owner on 4/4 and owner was not happy with the inspection results and feels that there is a problem with the vehicle shifting out of park. Owner stated that vehicle was not repaired and is now sitting on his driveway.

Owner has been very loyal to Chrysler and based on the issue, writer will advise owner that since inspector did not find any problem, owner will need to work with his insurance company to fix the damages but writer will offer a lease repurchase for customer satisfaction reasons.

4/6..... Writer spoke with owner and advised him that even though 3rd party inspector found no fault of Chrysler regarding the problem that occurred, for customer satisfaction reasons, writer agreed to offer a lease repurchase as long as owner works with his insurance to have his body damage repaired. Owner agreed to the terms. Writer spoke with Nick York (dealer principal) who will work with ISG and owner. Writer submitted template.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG7	DH7	Open Date	03/18/2016	Built Date	06/15/2013
Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN		
In Service Dt	06/18/2013	Mileage	31,200	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT		Market	U	US
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	66460	GREENBRIER CHRYSLER JEEP				
Dealer Address	1414 SOUTH MILITARY HWY					
Dealer City	CHESAPEAKE			Dealer State	VA	Dealer Zip 23320
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CHESAPEAKE VA				Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	vehicle rolled backwards and hit sign while in park
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	

Briefly summarize why the customer is contacting Chrysler:

Customer is calling seeking to have resolution for an issue that damaged her vehicle

Briefly summarize what the customer is expecting:

COIN Updated & CAIR reassigned to 82S

Contact:

Telephone #1

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: southern collision 2110 smith ave, Chesapeake VA

LOCATION OF VEHICLE PHONE NUMBER 7574209300

What happened?: Customer states that she were at the fuel station today and with her outside of the vehicle and it in park with her grandson in a car seat in the back the vehicle, it began to roll backwards still in park and almost hit two attendants who chased it and managed to have the vehicle hit a sign instead of rolling into the street resulting in an estimated \$4000 in damage. She states that dlr couldn t diagnose an issue but she is sure this is a defect

Preferred Email Address?

Date of Incident?

Vehicle Location:

Southern Collision Center

2110 Smith Avenue

Chesapeake, VA 23320

Phone: 757-420-9300

Per OGC Matrix, reassigned to 82T for their review and handling.

3/21/16 ASSIGNED TO TNT16, LSS

CAIR NUMBER REQUEST EAA INSPECTION 03-21-2016 09:29

CAIR NUMBER E-MAIL SENT TO EAA 03-21-2016 09:29

CCRG Open Date: 03/21/2016 08:17:10

Customer Assistance Inquiry Record (CAIR)#

VIN	2C3CCAAG0EH	Open Date	03/22/2016	Built Date	10/31/2013
Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
In Service Dt	06/30/2014	Mileage	30,000	Dealer Zone	42 DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC			
Dealer Address	2695 EAST MAIN STREET				
Dealer City	PLAINFIELD		Dealer State	IN	Dealer Zip 46168
Owner				Contact Type	TELEPHONE
Address				Home Phone	
	INDIANAPOLIS IN			Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	vehicle skipped gears and drove itself into a fence
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	vehicle skipped gears and drove itself into a fence
Product - Unknown - Unknown - Accident - Default	vehicle skipped gears and drove itself into a fence
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating her vehicle skipped gears while she was in the house and drove forward into her fence causing damage to both the vehicle and the fence.

Briefly summarize what the customer is expecting: Customer expecting help in the next steps of what to do.

COIN Updated & CAIR reassigned to 82S

Contact: Ilisha Hood

Telephone #1 3

Telephone #2

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: INDIANAPOLIS, IN

LOCATION OF VEHICLE PHONE NUMBER

What happened?: Customer states she started her vehicle, locked the doors and went into your house upon return the vehicle was gone and noticed the vehicle jumped gears and drove forward into the fence causing damage to both the vehicle and fence.

Preferred Email Address:

Date of Incident? 3/22/2016

Per OGC Matrix, reassigned to 82T.

3.23.16 Assigned to TNT16, MJK

CAIR NUMBER REQUEST EAA INSPECTION 03-23-2016 13:12

CAIR NUMBER E-MAIL SENT TO EAA 03-23-2016 13:12

CCRG Open Date: 03/23/2016 10:13:57

Customer Complaint Report

VIN	2C3CCAAG0CH	Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN
Built Date	06/07/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PWD	IVORY 3 COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	09/18/2013	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	44167	CARL GREGORY CHRYSLER DODGE JE				Dealer Zone 86
Dealer Address	701 E OGLETHORPE BLVD				Dealer Phone(s)	229 883-1700
City/State/ZIP	ALBANY, GA, 31705				Dealer Fax	229 439-8669

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your 300 TOURING FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 03 (Detractor)

377 : Safety/Legal

105 : Materials Scuff/Soil Easily (Excluding Seats)

Does not have Bluetooth, dash keeps popping up, door locks are very delayed after pushing the button(very dangerous) seams aren't clean.

Does not go into park when pushing up on shifter, you have to push up twice sometimes three or four times. This vehicle is not worth the money I paid for it. Less than a year later I tried to trade it and they offered only 20k after selling it for 32k.

Q3 Please rate your satisfaction with your experience at CARL GREGORY CHRYSLER DODGE JE on a scale of 0 to 10.

Score: 01 (Detractor)

Over 2hours for an oil change and detail. The detail man left blue stains on my rear TAN seat, Cleaner used for the dash was used on my display and plastic covers on the speedometer which hazed over. And he had the cleaner soaked cloth in his hand when he held onto the headliner to reach across the dash leaving oily spots on both sides of the headliner in the front.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-09-19 05:59:46, CUSTOMER ID: 4302446, RO CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG6CH	Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN
Built Date	03/02/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	01/22/2013	Mileage	0	Event	003	1st Service customer pay	
Dealer	43888	BEAR CHRYSLER-DODGE-JEEP INC				Dealer Zone	35
Dealer Address	1243 EAST FRONT STREET					Dealer Phone(s)	570 752-3617
City/State/ZIP	BERWICK, PA, 18603-4922					Dealer Fax	570 759-6338

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 04 (Detractor)

005 : Styling of vehicles

I don't like the shifter.

Q2 Please rate your satisfaction with your 300 TOURING FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 06 (Detractor)

D40 : Complaints about visibility or blind spots

T11 : Auto Trans-Slips/Shifts Erratically

Shifter - I think it is in park but it is in reverse and without looking at the shifter display on getting out of the car it is rolling back. Blind spots when looking to the rear or side for on coming traffic.

Q3 Please rate your satisfaction with your experience at BEAR CHRYSLER-DODGE-JEEP INC on a scale of 0 to 10.

Score: 07 (Neutral)

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

Question Not Asked

SURVEY COMPLETED 2013-01-23 19:00:25, CUSTOMER ID [REDACTED], RO: [REDACTED], CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG7E	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN
Built Date	04/12/2014	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				

Open Date	06/24/2014	Mileage	0	Event	001	Vehicle sale	
Dealer	60009	CENTRAL FLORIDA CHRY JEEP DODG				Dealer Zone	66
Dealer Address	8675 COMMODITY CIRCLE					Dealer Phone(s)	407 351-9940
City/State/ZIP	ORLANDO, FL, 32819					Dealer Fax	407 351-9945

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your 300 RWD FOUR DOOR SEDAN on a scale of 0 to 10

Score: 04 (Detractor)

224 : Trunk/Hatch/Tailgate - additional issues

Trunk does not close properly have to slam it, the gear shift does not take to Park sometimes takes several attempts to place car in park

Q3 Please rate your satisfaction with your experience at CENTRAL FLORIDA CHRY JEEP DODG on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-06-30 20:48:49, CUSTOMER ID: CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAGXEH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN
Built Date	01/20/2014	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				

Open Date	12/01/2014	Mileage	0	Event	002	90 Days Ownership	
Dealer	45562	ATLANTIC CHRYSLER DODGE JEEP R				Dealer Zone	32
Dealer Address	130 SUNRISE HWY					Dealer Phone(s)	631 422-0123
City/State/ZIP	WEST ISLIP, NY, 11795-2012					Dealer Fax	631 321-0791

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

013 : Negative dealer comments - general

002 : Poor quality

I am unhappy with a few of the features on the Chrysler 300 that I was told I would get used to. The gear shifter, which I understand has been changed for 2015, has created several instances where I am unsure if the vehicle is in gear or park. On all my previous vehicles I would automatically know if my car was in Park because the shifter would stop at Park. This shifter does not provide me with the same level of assurance that I am actually in the correct gear.

Q2 Please rate your satisfaction with your 300 RWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 04 (Detractor)

377 : Safety/Legal

As stated before, the gear shifter on the 2014 300 is something I am unable to get used to. I am unsure I am in the proper gear, or Park, at times, making for possible dangerous situations.

Q3 Please rate your satisfaction with your experience at ATLANTIC CHRYSLER DODGE JEEP R on a scale of 0 to 10.

Score: 06 (Detractor)

014 : Financing arrangements / process

994 : I'm satisfied

007 : Price/cost

The dealership was great on price, but the actual dealership is in desperate need of a remodel. Also, I was uncomfortable with the finance department requirement that I hold my loan for four months before either paying the car off or refinancing with another lender. This caused me to have a higher interest rate than I received from other lenders. I was told if I didn't finance with the lender, I wouldn't receive the same deal. So, I now have a 3.9% rate instead of the 1.79% rate I received from my credit union until the four months is up. I cannot see my previous Cadillac dealer ever having that kind of requirement.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-12-02 13:33:23, CUSTOMER ID: [REDACTED], CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG3DH	Model Year	2013	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN
Built Date	09/20/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	09/30/2013	Mileage	0	Event	003	1st Service customer pay
Dealer	45598	CLOVIS CHRYSLER DODGE JEEP RAM				Dealer Zone 71
Dealer Address	395 W HERNDON AVE			Dealer Phone(s)	559 326-1600	
City/State/ZIP	CLOVIS, CA, 93612-0279			Dealer Fax		

- Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 06 (Detractor)
007 : Negative experience / problems with CURRENT vehicle
Some f the newer convenience features either don't work well (shifter) or are annoying (parking sensors).
- Q2 Please rate your satisfaction with your 300S RWD FOUR DOOR SEDAN on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)
- Q3 Please rate your satisfaction with your experience at CLOVIS CHRYSLER DODGE JEEP RAM on a scale of 0 to 10.
Score: 09 (Promoter)
- Q14 Do you want Chrysler to contact you?
Question Not Asked
- Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)
- Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)
- Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-10-02 10:51:45, CUSTOMER ID: CONTACT METHOD: ONLINE, SPEAKING TO NAME
FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG2C1	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN
Built Date	11/30/2011	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	10/31/2012	Mileage	0	Event	004	1st Warranty Visit	
Dealer	08331	ERWIN CHRY-DODGE-JEEP INC				Dealer Zone	42
Dealer Address	2775 S COUNTY ROAD 25A					Dealer Phone(s)	937 335-5696 ☎
City/State/ZIP	TROY, OH, 45373					Dealer Fax	937 339-1828 ☎

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your 300 TOURING FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 05 (Detractor)

T11 : Auto Trans-Slips/Shifts Erratically

Well satisfied, except for one thing. The gear shift. I don't like that gear shift on the 300. I've got out of it twice and when I went to go up into park it stopped at reverse.

Q3 Please rate your satisfaction with your experience at ERWIN CHRY-DODGE-JEEP INC on a scale of 0 to 10.

Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

Question Not Asked

SURVEY COMPLETED 2012-10-31 16:46:23, CUSTOMER ID: CONTACT METHOD:PHONE, SPEAKING TO NAME
FROM SAMPLE, LANGUAGE:00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACGXCH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN
Built Date	10/27/2011	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PWD	IVORY 3 COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	10/11/2013	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	65023	CROWLEY CHRY-JEEP-DODGE INC				Dealer Zone	32
Dealer Address	1461 FARMINGTON AVE					Dealer Phone(s)	860 261-3000
City/State/ZIP	BRISTOL, CT, 06010-4777					Dealer Fax	860 261-3022

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 02 (Detractor)

013 : Negative dealer comments - general

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

I had owned a 2006 Chrysler 300 and had liked it very much, so earlier this year I bought a 2012 Chrysler 300, and am not satisfied with the 2012: its transmission binds and/or skips: From whatever gear to whatever gear, a movement to shift the car may not take, or it may "double take" (skip a gear). There is one potentially dangerous aspect to this problem: If you pull over to park, push in the button on the shift lever, shove the shifting lever all the way forward and then touch the "key" spot to turn off the car, you may or may not have actually turned off the car, because the transmission may not have actually gone into the park gear. Unless the car is in park, it cannot be turned off. Several times I have "turned off" the car, left it, and returned later to find that the car was in reverse and had been idling for the time I had been gone. Leaving a car running and in reverse gear may lead to terrible disaster. I asked the service department at Crowley to address this problem in late May, and again in early October, and both times they reported back, on the basis of test drive and computer check, that the transmission functions as it is supposed to function. I asked had they "dropped the transmission" and inspected the gears, and the service manager responded that "Chrysler doesn't pay us to drop transmissions that aren't broken." The upshot is that I have been left with a car that is potentially very dangerous, and the Crowley service department has washed their hands of the matter. That's why I am dissatisfied, and unless either Crowley or Chrysler steps to the plate, I am unlikely to recommend either. I note that the 2013 Chrysler 300s have been configured so as to make it virtually impossible inadvertently to leave the car with the motor running, which makes me believe that other owners have experienced this problem, and that Chrysler may have had product liability suits based upon the problem.

Q2 Please rate your satisfaction with your 300 TOURING FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 03 (Detractor)

367 : Transmission - Broken/Not Working

Transmission does not function properly, and the Crowley Service Department has washed its hands of the situation. See answer to first "essay" question for background and detail.

Q3 Please rate your satisfaction with your experience at CROWLEY CHRY-JEEP-DODGE INC on a scale of 0 to 10.

Score: 01 (Detractor)

See answer to first "essay" question for background and detail.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-10-11 21:01:26, CUSTOMER ID [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG1CH	Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN
Built Date	04/28/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	10/26/2012	Mileage	0	Event	004	1st Warranty Visit	
Dealer	67935	MICK'S NORTH HILLS CHRYSLER JE				Dealer Zone	35
Dealer Address	7670 MCKNIGHT RD					Dealer Phone(s)	412 367-7200 📞
City/State/ZIP	PITTSBURGH, PA, 15237-3518					Dealer Fax	412 364-7485 📞

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 04 (Detractor)

992 : Safety/Legal

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

I don't like the eight speed transmission. Pittsburgh is a hilly place and the transmission... That's that the recall was about. I don't know if they fixed it or not, but I haven't had the opportunity to experience the repair to see if it's fixed. We're going up the grade. We live at the top of a hill. It's a 35 MPH speed limit. I just think that the way the transmission is... It just keeps the rev too high. Number two, the electronic shift is till giving me fits. It doesn't just flow into park when I want it to. I sometimes have problems getting it... It'll go into neutral and it may be just because of me because I'm not used to it yet. When I'm getting it into drive... I'm backing out of a parking space, getting it in reverse... and I'm out in the parking lot trying to get it into drive, and I seem to have difficulty just finding it. The throw in the shift stick is only about... It's an electronic shifter, but the throw in it, I loose touch. I don't experience the touch, so those are my complaint. Otherwise, beautiful car and it really gets up and goes. It gets up and goes when I'm out on the highway. I think with this eight speed transmission, if I'm going slow on the main highway going into Pittsburgh, and I got to pass a car, it seems to be a big hesitation. I can't trust the car to get up to speed. So if you're following a truck or any car, and you start to pull out and go around, and I hit the gas, it feels like it hesitates. Then it catches and goes on. If you're not careful, this could be an unsafe feature in driving a car. I've learned to deal with it, but it all boils down to this eight speed transmission. I don't like it.

Q2 Please rate your satisfaction with your 300 TOURING AWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 06 (Detractor)

A99 : Other Audio/Entertainment

A11 : Front Audio/Ent System-Controls DTU/Poor Location

992 : Safety/Legal

Those are pretty big things. If you want to then the connection with my I Pod... If I've got my I Pod connected, I come in, park it, and if I turn off the ignition... I'm through for the night, come in, and then I got out. I'll start it up the next day. It's probably going to work alright, but I've had occasions where it's lost the USB connection. The I Pod isn't there, so I have to disconnect the I Pod, reconnect it, then the system finds it again, goes through, and does it's indexing. So as far as the I Pod is my favorite way of listening to music in that car. I do like the Alpine music system, it's really a nice music system, and a sound system. It really is well. I sometimes look at that LCD screen as far as being just like texting with a cell phone. It's a distraction and I have to watch myself because the browse on there... If I'm going to Sirius, the browsing function... I've got two or three different favorite station on Sirius, and you bring out Sirius... If you leave it on your favorite station, it stays there. I haven't figured out how to go directly to the station. There's favorites or a way to do it. I haven't figured it out yet, but I find that I'd be better served by just having the old fashion knobs, and the tuning functions. But that whole Star trek thing in there is... The browse function is just distracting. I can't go through my play list very well on my I Pod going through the screen. I haven't tried the tuning knob, which I ought to probably do it that way. But it still requires too much. I can't do it out of the corner of my eye like I could with the old fashioned radio. I have to look at the screen and get distracted from the highway, so I have to watch myself on that. But I do like the backup camera, that is really slick. I learned to operate within those lines. I even impressed my wife with how well I can park now. So that backup cameras really neat. I was curious to find out how you hack ito it because if you raise your truck then you're looking up. But that's just because I like computer hacking. So there's some things. I don't like the eight speed transmission. Pittsburgh is a hilly place and the transmission... That's that the recall was about. I don't know if they fixed it or not, but I haven't had the opportunity to experience the repair to see if it's fixed. We're going up the grade. We

Q3 Please rate your satisfaction with your experience at MICK'S NORTH HILLS CHRYSLER JE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

001 : Legal

Question Not Asked

SURVEY COMPLETED 2012-10-26 18:31:41, CUSTOMER ID [REDACTED] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG9CH	Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN
Built Date	05/14/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	03/21/2013	Mileage	0	Event	003	1st Service customer pay	
Dealer	26262	LOWERY BROS CHRYSLER-JEEP INC				Dealer Zone	32
Dealer Address	647 WEST GENESEE STREET					Dealer Phone(s)	315 472-7844
City/State/ZIP	SYRACUSE, NY, 13204-2303					Dealer Fax	315 472-5950

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 02 (Detractor)

011 : Poor service experience

992 : Safety/Legal

007 : Negative experience / problems with CURRENT vehicle

I have multiple intermittent problems with the computer of my 2012 Chrysler 300. I have had the car in multiple times and it still has the problems. The service department is not able to detect or fix and of the problems. I would never want anyone to go through what I am experiencing.

Q2 Please rate your satisfaction with your 300 TOURING AWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 01 (Detractor)

A48 : Other Hands-Free Communication problems

F99 : Other Features/Controls/Displays

T14 : Auto Trans-Gearshift Hard To Operate

Putting the car in gear is so difficult that I thought the car was in park but it was still in drive and the car started to roll and I almost broke my leg jumping back into the vehicle. The multiple computer problems that have not been resolved. The bluetooth has stopped working, the satellite radio changes stations and doesn't work on occasion, just to mention a few things!!!!!!

Q3 Please rate your satisfaction with your experience at LOWERY BROS CHRYSLER-JEEP INC on a scale of 0 to 10.

Score: 02 (Detractor)

023 : Vehicle not fixed first visit

057 : Vehicle condition

025 : Could not duplicate problem / condition

They were unable to fix any of the computer problems and were unable to find the noise in the engine.

Q14 Do you want Chrysler to contact you?

001 : Legal


Question Not Asked

SURVEY COMPLETED 2013-03-22 06:12:28, CUSTOMER ID [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG0CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN
Built Date	01/31/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	11/09/2012	Mileage	0	Event	004	1st Warranty Visit	
Dealer	59799	BREEDEN DODGE CHRYSLER JEEP IN				Dealer Zone	63
Dealer Address	5900 HIGHWAY 71 SOUTH					Dealer Phone(s)	479 646-4731 
City/State/ZIP	FORT SMITH, AR, 72908-7499					Dealer Fax	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 06 (Detractor)

008 : Poor purchase experience

It's probably the purchase experience. Nothing to do with this dealership. It's the dealership I bought it from.

Q2 Please rate your satisfaction with your CHARGER V6 RWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 06 (Detractor)

T14 : Auto Trans-Gearshift Hard To Operate

They've got to fix that shifter. It's horrible the way it shifts from park, to reverse, to drive. It's absolutely disgusting. You don't know whether you push it all the way forward and it should be in park and it's in reverse. They're going to have problems with the insurance on that. You'll have an inordinate amount of backing loses, which will show up with insurance experience.

Q3 Please rate your satisfaction with your experience at BREEDEN DODGE CHRYSLER JEEP IN on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

002 : Dealer

Question Not Asked

SURVEY COMPLETED 2012-11-13 20:48:17, CUSTOMER ID [REDACTED] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG1CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	05/17/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)					

Open Date	01/11/2013	Mileage	0	Event	004	1st Warranty Visit	
Dealer	57081	GALEANA'S VAN DYKE DODGE				Dealer Zone	42
Dealer Address	28400 VAN DYKE AVENUE					Dealer Phone(s)	586 573-4000
City/State/ZIP	WARREN, MI, 48093					Dealer Fax	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your CHARGER V6 RWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 05 (Detractor)

T14 : Auto Trans-Gearshift Hard To Operate

There is a faulty situation with the gear shifter that I am not happy with it but no one wants to listen. Sometimes I don't know I have it park because of the eight speed shifter so when you get out of the car and don't realize it's not in park and the car will roll back.

Q3 Please rate your satisfaction with your experience at GALEANA'S VAN DYKE DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

Question Not Asked

SURVEY COMPLETED 2013-01-19 11:55:02, CUSTOMER ID: CONTACT METHOD:PHONE, SPEAKING TO NAME
FROM SAMPLE, LANGUAGE:00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG4DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN
Built Date	04/08/2013	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				

Open Date	08/14/2013	Mileage	0	Event	002	90 Days Ownership	
Dealer	60099	WESTPOINTE CHRYSLER JEEP DODGE				Dealer Zone	63
Dealer Address	11001 W RENO AVE					Dealer Phone(s)	405 265-1400 ☎
City/State/ZIP	YUKON, OK, 73099-7524					Dealer Fax	405 265-1450 ☎

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your CHARGER V6 RWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 06 (Detractor)

366 : Transmission - additional issues

028 : Excessive Fuel Consumption

370 : General: positive

Overall I love the car, the gas mileage is awesome, great comfort and very roomy. What I dislike GREATLY is the gear shift mechanism that has nearly caused me to crash my car a few times because I thought it went into park but it went into reverse. I hate the shifting system with a passion. I will not let my kids drive it for that reason.

Q3 Please rate your satisfaction with your experience at WESTPOINTE CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 05 (Detractor)

I rated a 5 because it was normal / average. It was a "typical" car buying experience. The salesman was great but played the back and forth game with the sales manager. It wasn't a bad experience just average. I'd shop there again, no doubt!

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-08-14 22:15:09, CUSTOMER ID: [REDACTED], CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG5CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN
Built Date	05/24/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	09/26/2012	Mileage	0	Event	003	1st Service customer pay	
Dealer	44378	LANDMARK DODGE CHRYSLER JEEP				Dealer Zone	74
Dealer Address	1900 S NOLAND RD					Dealer Phone(s)	816 833-2100
City/State/ZIP	INDEPENDENCE, MO, 64055					Dealer Fax	816 833-0948

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your CHARGER V6 RWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 04 (Detractor)

P99 : Unspecified Other Problems

T12 : Auto Trans-Shifts At Wrong Times

I've had a few problems and I've only owned the car for two months. I'm hoping to get these problems resolved but they haven't done them yet. The shifter got stuck in park, I've only put 2,000 miles on the car since I bought it. I heard that they had a problem with this before and supposedly they had put a safe device in it which the lanyard that's next to the automatic shifter. I sat and waited on a tow truck the other day for almost two hours for them to come get me and then that time I looked in my manual and found that there was an override there. When the tow truck driver got there, I didn't have a screw driver on me at the time but when the tow truck driver got there finally I just asked him for a screw driver and basically fixed my car myself. Took it to Landmark and they said they couldn't find anything wrong with my the shifter. At this point I'm thinking that, and they told me that they hadn't had another 2012 come in with the problem that mine had. I'm kind of dissatisfied just to the fact that as many chargers as they sell off that lot for me to be the only person that does have a problem.

Q3 Please rate your satisfaction with your experience at LANDMARK DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

D17 : Quality of service work performed

The problems that I addressed they said they did their best and I don't believe that they did.

Q14 Do you want Chrysler to contact you?

002 : Dealer

YES

SURVEY COMPLETED 2012-09-26 17:41:16, CUSTOMER ID [REDACTED] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG2CH	Model Year	2012	Body	LDSS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN
Built Date	01/30/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	09/11/2012	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	60313	CRYSTAL CHRYSLER, JEEP, DODGE				Dealer Zone 71
Dealer Address	36-444 AUTO PARK DRIVE				Dealer Phone(s)	760 324-4557
City/State/ZIP	CATHEDRAL CITY, CA, 92234-6500				Dealer Fax	760 321-7702

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your CHARGER RALLYE RWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 06 (Detractor)

D99 : Other Driving Experience

A38 : Hands-Free Communication-Doesn't Recognize Command

F99 : Other Features/Controls/Displays

H99 : Other HVAC

193 : Steering System/Wheel - Broken/Not Working

293 : Electrical or button or switches - additional mentions

F28 : Remote Keyless Entry-Broken/NW

366 : Transmission - additional issues

S99 : Other Seat

T23 : Other Auto Trans

028 : Excessive Fuel Consumption

S18 : Heat/Cool Seat-Broken/Not Working

It's the little things: The shifter for the 8-speed is a pain and you can't easily switch between reverse and drive. Annoying. The auto climate control doesn't always cool the cabin when it's hot. The outside temp gauge is frequently flat-out wrong. The heated/cooled seats aren't strong enough. Not enough heat when you want it, not enough cool when you need it. Infotainment system doesn't have HD radio and FM reception (when I use it) is not great. Low beams not strong enough. I'd like the side mirrors to power fold, steering feels too heavy in slow/tight parking. I've noted the climate control and outside temp problems and there is "nothing wrong" according to service. Oh, and the keyless door and trunk openers sometimes don't work when it's hot outside. The remote does work. Again, service tells me they can't replicate the problem and nothing is wrong. Annoying.

Q3 Please rate your satisfaction with your experience at CRYSTAL CHRYSLER, JEEP, DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-09-12 12:01:47, CUSTOMER ID: CONTACT METHOD: ONLINE, SPEAKING TO NAME: FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH8CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN
Built Date	04/10/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	08/17/2012	Mileage	0	Event	003	1st Service customer pay
Dealer	45538	BOB MOORE CHRYSLER DODGE JEEP				Dealer Zone 63
Dealer Address	4627 S MEMORIAL DR			Dealer Phone(s)	918 663-6343	
City/State/ZIP	TULSA, OK, 74145-6918			Dealer Fax	918 665-1157	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your CHARGER RALLYE RWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 06 (Detractor)

992 : Safety/Legal

P17 : Numerous non-specific problems / already have problems

Z13 : Any mention of dealership Service experience After SALE

I've already had numerous problems with it. The electronic shifter is hard to work and when you shift it into park, all of a sudden you're in neutral many times. I have a battery light coming on, which I've been jacked around with the dealership already. There's things about it I like, but that's, for only two months into it, that's not very good to have already this many problems.

Q3 Please rate your satisfaction with your experience at BOB MOORE CHRYSLER DODGE JEEP on a scale of 0 to 10.

Score: 06 (Detractor)

001 : Negative/rude treatment by staff

002 : Unfilled promises / commitments

995 : Will never buy there again

I was not happy with the fact that I was blown off at the very beginning when I told them I had a service contract. I was also not very happy that the night I bought the service contract, I did not have all the details explained to it that I do sales for a living, therefore I cannot be without my vehicle. I was told that buying this extended warranty gave me an automatic vehicle when I brought my service in. However, when I brought my vehicle in for service last week, I was told, 'Oh, only if it's a qualified repair. I was told a half truth. I was not told the whole truth and the only option I was given, you can cancel if you want. More than likely, I will never buy another vehicle from Bob More, probably not a Chrysler because of this experience. I am very upset. I was lied to and I was misled. If they have a five-star dealership rating, they shouldn't have it because of that. That was an absolute misleading statement that I was given on that.

Q14 Do you want Chrysler to contact you?

001 : Legal

YES

SURVEY COMPLETED 2012-08-21 20:41:08, CUSTOMER ID [REDACTED] CONTACT METHOD:PHONE, SPEAKING TO NAME [REDACTED] FROM SAMPLE, LANGUAGE:00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH8CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN
Built Date	06/19/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	01/22/2013	Mileage	0	Event	003	1st Service customer pay	
Dealer	45487	GARY MATHEWS CHRYSLER DODGE JE				Dealer Zone	66
Dealer Address	5800 CROSSINGS BLVD					Dealer Phone(s)	615 866-6060
City/State/ZIP	ANTIOCH, TN, 37013-3129					Dealer Fax	615 334-9960

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your CHARGER RALLYE RWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 05 (Detractor)

T23 : Other Auto Trans

E36 : Other Engine

That ones kind of hard to answer because I think I'm having some issues with it, so may have to take it into the actual dealership where I bought it from, and see what's going on with it. The car is actually starting by itself and jumping out of gear. I shut the car off and put it in park. Then when I went in the store, came out, the car, it was actually rolling back. The engine was off, the door was locked. Then I was at work and then the car actually started up. I know I shut the car off because you can't even lock the doors without shutting the car off. The key was in my purse and one of my co-workers came in and said, 'do you know was running'. I was like, no. So I went out there and it was not... automatic starter because the run light wasn't flashing. That's the second time that's happened. There was a random person coming in the store saw it, and was trying to stop it. He was able to just hold the car to keep it from moving into the other vehicles, but he couldn't get in because the door was locked and the engine was off. That's another thing, the car won't even shut off if it's not in the right gear because tested it yesterday sitting here in the driveway. You can put the car in neutral and it still won't shut off. It won't shut off unless it's in park. But when I went out there, I had to use the remote to unlock the door. When I looked down at the gearshift, it was in neutral... when I turn the car off, I actually sat in the car for a minutes because I was talking to my husband, so I didn't know the car was shut off. I didn't even go immediately in the store. I shut the car off. I was talking to him on the phone before I went in the store. Locked the door, went in the store, and then one of the clerks at the door said the car was rolling. So I don't know. It was in neutral. But otherwise, I absolutely love the vehicle...

Q3 Please rate your satisfaction with your experience at GARY MATHEWS CHRYSLER DODGE JE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

Question Not Asked

SURVEY COMPLETED 2013-01-27 13:00:20, CUSTOMER ID , CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG1DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN
Built Date	11/15/2012	Market	U	US	Plant	H BRAMPTON ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Open Date	04/12/2013	Mileage	0	Event	004	1st Warranty Visit	
Dealer	44848	LITHIA CHRYSLER JEEP DODGE OF				Dealer Zone	71
Dealer Address	7171 WEST CANAL STREET					Dealer Phone(s)	509 736-6020
City/State/ZIP	KENNEWICK, WA, 99336					Dealer Fax	509 736-1553

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 06 (Detractor)

038 : FFV: could not duplicate

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

The service issue was a dead battery. I had owned the new vehicle for about 4weeks and driven it at least once every 3. days for a total of approximately 400 miles. The miles included one 80 mile highway round trip. Lithia found nothing wrong. Explained that probably we hadn't driven the car enough. I reviewed some Dodge forums on the Internet and dead batteries over several weeks of non or limited use is not uncommon. This is not acceptable performance for a \$40k vehicle. What does one do when leaving the vehicle at an airport lot for several weeks?

Q2 Please rate your satisfaction with your CHARGER RALLYE AWD FOUR DOOR SEDAN on a scale of 0 to 10.

Score: 05 (Detractor)

I50 : Other Inst Panel Problems

E34 : Battery Failed

P20 : Perception of quality/dependability/reliability/trust/workmanship

Battery life Lack of availability of a service manual/disc Location of USB and aux jack in console I also don't like the electric/electronic shifter. Don't like having to look at dash to know it is in park. Often I don't have the trans in the condition I think it should be in.

Q3 Please rate your satisfaction with your experience at LITHIA CHRYSLER JEEP DODGE OF on a scale of 0 to 10.

Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-04-13 14:02:58, CUSTOMER ID [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG8CH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	01/01/0001	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6166210924
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K172291432
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	219640018	Report Version	1	Open Date	11/18/2012
Close Date	11/18/2012	Narrative Date	11/19/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle.				821			
Are you the primary driver of this vehicle?				Yes.			

Category Level							
Selection				Seats.			
				Entertainment/Navigation System/Connectivity.			
				Features/Controls/Displays.			
				Interior Climate Control.			

Features/Controls/Displays>Features and Controls>							
Features and Controls				Reverse-Camera.			

Features/Controls/Displays>Displays and Instruments>							
Displays and Instruments				Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc..			
				Trip Computer (if equipped) is not working properly.			

Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>							
Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.				Displays are not easy to view.			

Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>Displays are not easy to view>							
Please indicate which display				Difficult to push the sequence of arrows rapidly to "zero out" the desired trip number without confusion when needed (at gas pump).			

Features/Controls/Displays>Displays and Instruments>Trip Computer (if equipped) is not working properly>							
Please indicate which control/display				I'd still like a pushbutton to zero the miles since the last Fill-up; it would be much faster!			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe conditions when this trouble occurs:				When I want to pull away from the gas pump.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				Instructions take extra time to comprehend, or I just need a bit more "dealer training."			

Entertainment/Navigation System/Connectivity>Media Players>							
Media Players				Radio/Satellite radio/HD Radio.			

Entertainment/Navigation System/Connectivity>Speakers>							
Speakers				Speakers cut-in/out.			

Entertainment/Navigation System/Connectivity>Navigation System>							
Navigation System				Navigation system works, but missing information; has incorrect information; gives wrong directions.			

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>							
Please indicate which navigation system item has trouble (check all that apply):				My wife & myself have a 6 mo. old Garmin-nuvi 1300 LM GPS that offers 2 or more voices, including a man's, which is less muffled.			

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

Additional Comments:

Can the dealer please find a way to "dump" & replace the muffled ladies voice with the man's clearer one.

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

Yes.

Where did you take your vehicle to have your trouble checked out? (check all that apply)

Our very helpful salesperson came out to the car, and even gave instructions from the back seat, and that was especially informative.

Was the trouble resolved to your satisfaction?

Yes.

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

Would you recommend this vehicle to family or friends?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns:

I'm sure I will be learning more about the new features in developing "smart phones", etc. as I start some future travelling. Let's add miles!

What has Chrysler done right?

My past 5.7 hemi was fun, but this V6 limited & an 8 speed is more civilized "fun".

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

How did Chrysler improve so much since the 2006 300C that I owned. Ph. [REDACTED]

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG1DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	10/09/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6272211064
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K244222904
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	220006480	Report Version	1	Open Date	11/24/2012
Close Date	11/24/2012	Narrative Date	11/26/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle. 6300

Are you the primary driver of this vehicle? Yes.

Category Level

Selection No Concerns.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply): tires were out of blance

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns: I find the space between the front seat and center console tight when fastening the seat belt. Our 2010 300 c had more clearance.

What has Chrysler done right? The new car has a smoo her ride and is quieter.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH9CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	10/26/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6283110719
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K238167339
Color	PX8	PITCH BLACK					

Report Number		System Key	200037427	Report Version	1	Open Date	12/27/2011
Close Date	12/27/2011	Narrative Date	12/28/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Category Level

Selection	<p>Vehicle Exterior.</p> <p>Interior Climate Control.</p> <p>Entertainment/Navigation System/Connectivity.</p> <p>Features/Controls/Displays.</p> <p>Transmission and Drivetrain.</p> <p>Steering, Handling, and Ride.</p>
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Entertainment/Navigation System/Connectivity>Media Player Connections>

Media Player Connections	Media player connections broken / not working.
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Entertainment/Navigation System/Connectivity>Media Player Connections>Media player connections broken/not working>

Please indicate which media player connections are broken / not working properly (check all that apply):	Ipod.
Please indicate what type of trouble was experienced with the media player connections (check all that apply):	Unable to connect device. (Please describe which you are attempting to connect in the 'additional comment' box below).
Please describe conditions when this trouble occurs:	During startup
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	Detents positions on the shifter do not feel the same from one shift to the next causing me to overshoot, or undershoot the desired gear.
Going into which position is the gear selector difficult to operate? (check all that apply):	When moving from drive to reverse, or back when parallel parking I frequently end up short in neutral, or overshoot and go into park.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Entertainment/Navigation System/Connectivity>Media Players>USB Connection/Media Slot>

Please describe conditions when this trouble occurs:	Upon starting the vehicle
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Please describe the trouble you experienced (check all that apply):	Ipod frequently is not recognized when car is started. Must be unplugged and plugged back in to work.
To the best of your recollection, the trouble was first noticed:	At delivery.

What Can We Do Better?>

What has Chrysler done right?	Overall the 2012 Dodge Charger is an incredible car for performance, comfort and value!
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Overview>

Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overview>	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

Welcome>	
Please tell us how many miles are currently on your vehicle.	1400
Are you the primary driver of this vehicle?	Yes.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Entertainment/Navigation System/Connectivity>Controls/Menus>	
Controls/Menus	Touchscreen Controls/Menu.

Entertainment/Navigation System/Connectivity>Media Players>	
Media Players	USB Connection/Media Slot.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG2CH1	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	10/05/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	1276111311
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K200152198
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	200037546	Report Version	1	Open Date	12/27/2011
Close Date	12/27/2011	Narrative Date	12/28/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Transmission and Drivetrain>Automatic Transmission>Slips/will not engage gear properly/shifts erratically>

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Hard acceleration.
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which gear/gears does the trouble occur? (check all that apply):	1st Gear.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	1 st gear bad 1st gear bad
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Going into which gear/gears does the trouble occur? (check all that apply)	it is like it will not go in first- then when it gets to the next gear- it really snaps in
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	new car warranty rules

Interior Trim/Storage/Windows>Operation and Functionality>

Operation and Functionality	Center console is difficult to open/close. Cupholder is difficult to open/close.
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Features/Controls/Displays>Features and Controls>Turn signals>Turn signal/switch broken/not working>

To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate what type of trouble was experienced with the turn signal/switch (check all that apply):	no warning when left on

Features/Controls/Displays>Displays and Instruments>Fuel gauge/low fuel warning light broken/not working>

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate which feature of the fuel gauge/low fuel warning light system is broken/not working properly (check all that apply):	gauge is inaccurate Low fuel warning light.
Please indicate what type of trouble was experienced with the fuel gauge/low fuel warning light (check all that apply):	when filled- it goes past the full mark
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Hard acceleration.
To the best of your recollection, the trouble was first noticed:	At delivery.

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	very sluggish, then kicks in

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Going into which position is the gear selector difficult to operate? (check all that apply):	the gear shift is horrible

Overview>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	346

Features/Controls/Displays>Features and Controls>	
Features and Controls	Cigarette Lighter/Accessory Power Plug. Turn signals. Ignition switch.

Brake System>Emergency/Parking Brake>Emergency/parking brake requires too much effort to apply/release>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe what requires too much effort (check all that apply):	too hard to push- needs a lever same as above- need a release handle
Please describe conditions when this trouble occurs:	do not like the foot push feature on the parking brake

Interior Trim/Storage/Windows>Appearance>Center console has gaps/poor fit>	
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe in the box below where on the center console the trouble with excessive gaps/poor fit of materials is located:	misaligned dash

Interior Trim/Storage/Windows>Operation and Functionality>Center console is difficult to open/close>	
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate why the center console is difficult to open/close (check all that apply):	too hard to reach

Interior Trim/Storage/Windows>Appearance>	
Appearance	Center console has gaps/poor fit.

Interior Trim/Storage/Windows>Operation and Functionality>Cupholder is difficult to open/close>	
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate why the cupholder is difficult to open/close (check all that apply):	Fit of materials causing binding/resistance when opening/closing.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>	
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Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions. Hesitation or delay when shifting between gears. Shifting paddles/buttons difficult to operate.
Category Level	
Selection	Transmission and Drivetrain. Interior Trim/Storage/Windows. Brake System. Features/Controls/Displays.
Features/Controls/Displays>Features and Controls>Ignition switch>Ignition switch works properly, but is difficult to understand/use; is in a poor location>	
Please indicate why the ignition switch is difficult to understand/use; is in a poor location (check all that apply):	like a key
Brake System>Emergency/Parking Brake>	
Emergency/Parking Brake	Emergency/parking brake requires too much effort to apply/release.
Features/Controls/Displays>Features and Controls>Turn signals>	
Turn signals	Turn signal/switch broken/not working.
Features/Controls/Displays>Displays and Instruments>	
Displays and Instruments	Fuel gauge/low fuel warning light broken/not working.
What Can We Do Better?>	
What has Chrysler done right?	have to replicate problem- have not washed car again yet
Feedback/Concerns:	happy with chrysler follow up-but one other problem with headlights and water inside
Features/Controls/Displays>Features and Controls>Ignition switch>	
Ignition switch	Ignition switch works properly, but is difficult to understand/use; is in a poor location.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG7CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	10/27/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6271110655
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K231165706
Color	PBV	BLACKBERRY PEARL COAT					

Report Number		System Key	200415511	Report Version	1	Open Date	01/03/2012
Close Date	01/03/2012	Narrative Date	01/04/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle.				2014			
Are you the primary driver of this vehicle?				Yes.			

Category Level							
Selection				Features/Controls/Displays.			
				Transmission and Drivetrain.			
				Brake System.			

Brake System>Emergency/Parking Brake>							
Emergency/Parking Brake				Emergency/parking brake requires too much effort to apply/release.			
				Emergency/parking brake control is poorly located.			

Brake System>Emergency/Parking Brake>Emergency/parking brake requires too much effort to apply/release>							
Please describe what requires too much effort (check all that apply):				My foot will often get stuck while using the break.			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe conditions when this trouble occurs:				Using the foot lever			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				Its not a major problem, but it is annoying.			

Features/Controls/Displays>Features and Controls>							
Features and Controls				Wipers and washers.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				Shifting more than 2 gears is difficult			
Why is the gear selector difficult to operate?				Other (please describe).			
How often does this trouble occur?				Trouble occurs intermittently.			
Please describe conditions when this trouble occurs:				Shifting from Drive to Park			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Overview>							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
If our team has any additional questions about your responses, would you accept further contact?				No.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG4CH	Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	10/27/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6290110949
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K245168565
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number	6	System Key	200415796	Report Version	1	Open Date	01/03/2012
Close Date	01/03/2012	Narrative Date	01/04/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle.				1142			
Are you the primary driver of this vehicle?				Yes.			

Category Level							
Selection				Steering, Handling, and Ride.			
				Brake System.			
				Entertainment/Navigation System/Connectivity.			
				Transmission and Drivetrain.			
				Interior Climate Control.			
				Seats.			
				Engine.			
				Features/Controls/Displays.			
				Vehicle Exterior.			
				Interior Trim/Storage/Windows.			
				Other.			

Vehicle Exterior>Trunk Lid/Liftgate>							
Trunk Lid/Liftgate				Trunk lid/liftgate is difficult to open/close.			

Vehicle Exterior>Lights>							
Lights				Headlights aimed incorrectly.			

Vehicle Exterior>Lights>Headlights aimed incorrectly>							
Please indicate which headlight is not aimed properly (check all that apply):				HIGH Beam too high, does not illuminate fur her down the road, only top of trees			
				HIGH Beam too high, does not illuminate fur her down the road, only top of trees			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				Even thought I got regular headlights, the brightness "seems" too low. I can be next to other cars and road in front of them is brighter han mine.			

Vehicle Exterior>Trunk Lid/Liftgate>Trunk lid/liftgate is difficult to open/close>							
Please indicate with which type of rear door your vehicle is equipped.				Trunk lid.			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe conditions when this trouble occurs:				hard to close, have to slam hard to catch.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Brake System>Emergency/Parking Brake>							
Emergency/Parking Brake				Emergency/parking brake is too loose.			
				Emergency/parking brake requires too much effort to apply/release.			

Brake System>Emergency/Parking Brake>Emergency/parking brake is too loose>							
Please describe what feels loose (check all that apply):				when applying parking brake, it pops up. I have to try several times before it stays down. Wish I could just press it down and it stays down. Then press again to release. But I have to press it down lots of times before it catches.			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe conditions when this trouble occurs:				all the time.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Brake System>Emergency/Parking Brake>Emergency/parking brake is too loose>	
Additional Comments:	Parking Brake light on dash is too low. It is hidden behind the steering wheel. I cannot see it when the parking brake is engaged. While the light indicator was higher on the dash so I can see it and release the brake before trying to drive off.

Brake System>Emergency/Parking Brake>Emergency/parking brake requires too much effort to apply/release>	
Please describe what requires too much effort (check all that apply):	does not stay down when pressed. I have to press it down several times.s
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	all the time.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Parking brake light indicator on the dashboard is too low and is hidden by the steering wheel. Needs to be higher on the dashboard.

Features/Controls/Displays>Features and Controls>	
Features and Controls	Turn signals.

Entertainment/Navigation System/Connectivity>Media Players>	
Media Players	USB Connection/Media Slot.

Entertainment/Navigation System/Connectivity>Media Player Connections>	
Media Player Connections	Media player connections work properly, but are difficult to understand/use; controls in a poor location.

Entertainment/Navigation System/Connectivity>Media Players>USB Connection/Media Slot>	
Please describe the trouble you experienced (check all that apply):	USB & MP# connections should NOT be "Inside" the center console. Hard to use and get to. Should be OUTSIDE of the center console or on the dash.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	all the time.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Media Player Connections>Media player connections work properly, but are difficult to understand/use; controls in a poor location>	
Please indicate which media player connections are difficult to understand/use; is are a poor location (check all that apply):	Bad location, cannot use if inside the center console. Should be Outside where easy to plug into and get to. Bad location, cannot use if inside the center console. Should be Outside where easy to plug into and get to.

Interior Climate Control>Operation and Performance>	
Operation and Performance	Fan/blower makes excessive noise.

Interior Climate Control>Operation and Performance>Fan/blower makes excessive noise>	
Please describe the fan/blower noise (check all that apply):	Seems like there are no noise damping used to cover the blower.
Please describe when the fan/blower noise occurs (check all that apply):	At high fan speeds.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Whenever fan is on (in manual or auto)
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	I have to keep the fan (or auto) at lower speeds as the noise is so distracting.

Interior Trim/Storage/Windows>Operation and Functionality>	
Operation and Functionality	Center console is difficult to open/close.

Interior Trim/Storage/Windows>Operation and Functionality>Center console is difficult to open/close>	
Please indicate why the center console is difficult to open/close (check all that apply):	Will not stay open, cover will always come down while I am trying to get inside. Wish it would just stay open or bend back more as allow more room to get inside.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	all the time.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Wish the cover on the center console could slide forward to allow my arm to rest on it. Its current position is too far back and is not comfortable for an arm rest.

Engine>Engine Idling (rough, too low/high)>	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Engine>Engine Driveability (stumbles/hesitates/surges)>	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>	
What best describes the engine drivability trouble? (check all that apply):	Engine seems to want to drive off by itself when cold. I am use to where if I lift off the gas pedal the car just idles. In his case it drives off and continues to increase in speed without me using the gas pedal. I have to use the brake the first few minutes of driving.
Engine trouble occurs (check all that apply):	Within first 5 minutes after starting vehicle.
Engine trouble occurs after vehicle is started at:	Happens more often when the engine has sit all night.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Cool nights or Cold nights (cold nights have been 40-45 degrees or so. Have not gotten to colder nights yet in this area.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>	
What best describes the engine idle trouble? (check all that apply):	when cold. Will drive off if in gear and I do not have my foot on the brake. will increase speed unless I use the brake the first few minutes or the first mile or so.
Engine idle trouble occurs (check all that apply):	Within first 5 minutes after starting vehicle.
Engine idle trouble occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).
Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Going into which gear/gears does the trouble occur? (check all that apply)	At low speeds, hard shifts between gears. At low speeds, hard shifts between gears.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	At low speeds, hard shifts between gears.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	all the time.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	when driving normally from stops and getting up to normal speeds.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Seems like I have to push or toggle the gear shift "twice" to get it into park. Not sure if this is normal as I can never get he vehicle into park unless I toggle the gear shift twice to the park posi ion. If I am in neutral, I cannot get into drive position unless I hit the brake. When i can going thru a car wash (in neutral) and the end of the chain push I have to get into drive and always worry that the car behind me will hit me as they are being move up by the chain and I am having to hit the brake to get into drive. Same issue if I am trying to park. the idea to keep my foot on the brake is too bothersome.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Seems I have to push the button 'deeply' before anything happens. I should be able to push the button slightly and get the gear I need.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	At night the gear shift "D/L" indicator is light a high beam shining into my eyes. It is way too bright and distracts from my driving at night. I have to put a cloth over the gear shift to cover the light indicator.
Other>	
Please describe the other trouble you experienced:	(1) Front Seat beat clips are too low & hard to reach. Should be higher and easier to get to. Ford dealers give out FREE Seat belt extenders but Chrysler does not. So it would be nice if you just place the seat belt clip higher. (2) Rear vents do not put out any heat when using 'auto' mode for aid conditioning. I have to place from Auto mode to fan mode and even then will only put out a little when the fan is only in HIGH (and very noisy) mode. (3) Bluetooth option on the car will NOT let me listen to my voice mails. (4) Security Issue: By having the rear seats able to open from 'inside' the vehicle thus allowing people to access a locked trunk by breaking a window and pulling down the rear seats. Should have the rear seat release 'inside' the trunk, not inside the car. (5) Wish the display had an op ion to show the day/date in addition to the time. (6) Wish the daytime running lights (which are great) would stay on when the turning signals are being used. (7) Wish the front seats where a little wider. Too narrow for my comfort. (8) The dash light indicators (ie: for headlights, hi-beams, etc) are way too dim. Only when do I place the lighting

Other>

How often does this trouble occur?	control on the dash to full brightness do then show up decent -but then the whole dash is way too bright for evening or night driving. The indicators need to be brighter when the whole dash is in middle or even in low brightness.
Please describe conditions when this trouble occurs:	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	all the time.
Approximate mileage when trouble was first noticed was:	At delivery.
	0 - 1499 miles.

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Which feature or section of the Smartphone Application did you find most helpful and why?	Customer support, highway help, etc.

What Can We Do Better?>

Feedback/Concerns:	It would have been nice if the dealership and/or salesman would have sent a 'Thank You' letter (not an email). Would be nice if Chrysler or dealership maybe offered a huge discount for adding options say maybe for 3-6 mon hs after purchasing the car. IE: recently I got a TV and the mfg offered discounts for purchasing options for the unit (like sound bars, mounting brackets, etc).
What has Chrysler done right?	(1) Beautiful designed and looking Chrysler 300 car for 2012 which is what I purchased. (2) We closed on the deal Saturday night but the dealer was nice enough to redo my deal the following Monday when I got a email from Chrysler for a \$1K discount on a purchase of he new vehicle.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	Seat Beat extensions, why are they not free when I have for the last several years
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	have always gotten them free at competing companies. Lincoln/Ford has always provided them to me when I purchased their vehicles, new or used.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CDXH7GCH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	10/20/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6284110696
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K224164196
Color	PX8	PITCH BLACK					

Report Number		System Key	200802625	Report Version	1	Open Date	01/10/2012
Close Date	01/10/2012	Narrative Date	01/11/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Features/Controls/Displays>Features and Controls>Interior lights>Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location>

Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	The Shifter light on the 8 Speed Transmission is TOO BRIGHT!!!! Please tone it down or make it controllable with the other light adjustment knobs. It's almost blinding and distracting at night. So much I drive with my hand on it to cover it up!
---	--

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Past few weeks, I've been noticing more and more a weird lag (cut out) between the 1-2 shift. After it lags, and then shifts to second, look out..it really zips off. Kind of hard to explain...It's like you prepare your body to fight against the forces that push you into the seat when you take off then when it goes to second, your body kind of leans forward because now the force isn't there for a split second, and then it's back again! Strange feeling. I tried to Explain the issue in a forum..this is what I posted about the issue. Past few weeks, I've been noticing more and more a weird lag (cut out) between the 1-2 shift. After it lags, and then shifts to second, look out..it really zips off. Kind of hard to explain...It's like you prepare your body to fight against the forces that push you into the seat when you take off then when it goes to second, your body kind of leans forward because now the force isn't there for a split second, and then it's back again! Strange feeling.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	3rd gear experiences a surging kind of motion instead of just a smoo h flowing acceleration. Don't notice it in other gears as much as 3rd. Seems like engine speed decreases before this shift..like it lags for a second, then goes into gear.
Approximate mileage when trouble was first noticed was:	Doesn't shift as smoothly into 5 as other gears. 0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).
-------------------------------	--

Vehicle Exterior>Trunk Lid/Liftgate>Trunk lid/liftgate is difficult to open/close>

Please describe conditions when this trouble occurs:	Trunk springs are pretty strong...maybe a little too strong. Makes it a lit le difficult to draw it down and close it.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate with which type of rear door your vehicle is equipped.	Trunk lid.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Features and Controls>

Features and Controls	Interior lights. Door locks/keyless entry system. Turn signals. Side window operation/controls.
------------------------------	--

Entertainment/Navigation System/Connectivity>Speakers>Speakers have poor sound clarity>

Entertainment/Navigation System/Connectivity>Speakers>Speakers have poor sound clarity>	
Please indicate which speaker has trouble (check all that apply):	Overall issue where it just doesn't seem as crystal clear as one thinks it should be. Sound is OK, but just OK.
Trouble with speaker occurs:	At all volume levels.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Category Level	
Selection	Features/Controls/Displays. Brake System. Entertainment/Navigation System/Connectivity. Vehicle Exterior. Interior Climate Control. Interior Trim/Storage/Windows. Transmission and Drivetrain. Steering, Handling, and Ride. Engine. Seats.
What Can We Do Better?>	
What has Chrysler done right?	The body design is good, the interior seems great. I think you did a good turnaround on this car and probably got some new people looking at Dodge. I was initially looking at the Challenger but the interior won it for me on the Charger. If you can combine the exterior Challenger body with the Charger Interior..man..you would have something for sure!
Feedback/Concerns:	Paint, Paint, Paint! Still seems to be an issue unfortunately. Also new engine/8 Speed combo seems to be a good deal on paper, but in all City (40MPH or less) driving like I do, it is very sluggish in shifting gears and the RPMs stay too low for it to do anything. You either have it lug along or just take off like a rocket, no nice in-between feel..it sure seems all or nothing unless you control the shifting manually.
Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration. Normal acceleration.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 3rd Gear.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Overview>	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
The Smartphone Application format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>	
Additional Comments:	I am being as honest as I can about this. With a 9 speaker (with Subwoofer) 500 watt amplified system, I definitely expected more than what was touted about this sound system. I get out of my car and get into my wife's PT Cruiser (yes PT Cruiser) and it just sounds so much better. How can that be? There's actually bass

Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>	
Please indicate which speaker has trouble (check all that apply): Trouble with speaker occurs: Approximate mileage when trouble was first noticed was: To the best of your recollection, the trouble was first noticed: How often does this trouble occur?	in her car. I guess that's the big disappointment. You get a factory installed sub and you never hear anything out of it really. All speakers in the vehicle. At all volume levels. 0 - 1499 miles. Within the 1st month after delivery. Trouble occurs regularly.
Vehicle Exterior>Front Doors>Front doors are difficult to open/close>	
How often does this trouble occur? Please indicate which door is difficult to open/close (check all that apply): To the best of your recollection, the trouble was first noticed: Approximate mileage when trouble was first noticed was:	Trouble occurs intermittently. Not a mechanical issue but operational. When door is opened all the way, very hard to reach out and grab door to close it without falling out! Not a mechanical issue but operational. When door is opened all the way, very hard to reach out and grab door to close it without falling out! Within the 1st month after delivery. 0 - 1499 miles.
Features/Controls/Displays>Features and Controls>Turn signals>	
Turn signals	Turn signal controls work properly, but are difficult to understand/use; are in a poor location.
Welcome>	
Please tell us how many miles are currently on your vehicle. Are you the primary driver of this vehicle?	1060 Yes.
Vehicle Exterior>Front Doors>Door handle/latch works, but is difficult to operate>	
How often does this trouble occur?	Trouble occurs intermittently.
Features/Controls/Displays>Features and Controls>Side window operation/controls>Side window works properly, but is difficult to understand/use; controls are in a poor location>	
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	Front driver side switch if fickle. Likes to go down a few inches and stop. Maybe it's a feature?? Don't notice it on other windows. Leaves me to focus on how far down I'm having to push on the button to make it work right wi hout activating the auto down function.
Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
How often does this trouble occur? Why is the gear selector difficult to operate? Approximate mileage when trouble was first noticed was: Going into which position is the gear selector difficult to operate? (check all that apply): To the best of your recollection, the trouble was first noticed:	Trouble occurs intermittently. Operation of gear selector is confusing/doesn't make sense. 0 - 1499 miles. The new shifter definitely takes some getting used to. Many times have I been backing out of a parking spot and have to physically look down at the shifter to see why it's not going into drive. Might re-evaluate this layout going forward. Within the 1st month after delivery.
Features/Controls/Displays>Features and Controls>Turn signals>Turn signal controls work properly, but are difficult to understand/use; are in a poor location>	
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	The lane change assist is very fickle...sometimes it works, sometimes it doesn't. Leaves you trying to figure how much pressure or how quickly to hold or release it to make it work every time.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Exterior>Exterior Appearance/Paint:>Paint blemish/dirt in paint/foreign material under surface>	
Additional Comments: Please indicate the location of the paint issue (check all that apply): To the best of your recollection, the trouble was first noticed: Approximate mileage when trouble was first noticed was:	We've owned multiple Dodge/Chrusler products over the years and only 1 has not had any paint issues...that was a 1991 Dodge Dynasty. 1999 Dodge Stratus...Clearcoat came off entire car. 1999 Chrysler 300M....Clearcoat was starting to come off roof when we sold it. Has strange little spots of paint webbing. Paint Chipping and Spider web cracking beneath fuel door Chip in paint above headlight. Numerous areas around edges have paint runs or thicker paint on the edges of the panels. Upper right corner of trim is rough, chewed up looking. Small white specks where paint bubbles have popped off. Within the 1st month after delivery. 0 - 1499 miles.

Brake System>Emergency/Parking Brake>	
Emergency/Parking Brake	Emergency/parking brake control is poorly located.

Vehicle Exterior>Front Doors>	
Front Doors	Front doors are difficult to open/close. Door handle/latch works, but is difficult to operate.

Vehicle Exterior>Exterior Appearance/Paint:>Wheels were chipped/scratched/damaged at delivery>	
Please indicate which wheels were damaged (check all that apply):	Small Chip on upper edge of wheel 1/8" around.

Vehicle Exterior>Exterior Appearance/Paint:>Paint is peeling/flaking/cracking/blistering>	
Please indicate the location of the paint issue (check all that apply):	Webbing under the paint. Chipping, cracking under fuel door Chips over the headlight area already. White specks where the paint bubbles have popped off.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Features and Controls>Door locks/keyless entry system>	
Door locks/keyless entry system	Remote keyless entry system works properly, but is difficult to understand/use.

Vehicle Exterior>Trunk Lid/Liftgate>	
Trunk Lid/Liftgate	Trunk lid/liftgate is difficult to open/close.

Brake System>Emergency/Parking Brake>Emergency/parking brake control is poorly located>	
Why is the parking brake poorly located? (check all that apply):	Seems too close to the inner panel..Get a foot of paneling instead of pedal when pushing it down.

Features/Controls/Displays>Features and Controls>Side window operation/controls>	
Side window operation/controls	Side window works properly, but is difficult to understand/use; controls are in a poor location.

Vehicle Exterior>Exterior Appearance/Paint:>	
Exterior Appearance/Paint:	Paint blemish/dirt in paint/foreign material under surface. Paint is peeling/flaking/cracking/blistering. Paint is uneven: has sags, runs, overspray, thin spots, etc.. Wheels were chipped/scratched/damaged at delivery.

Features/Controls/Displays>Features and Controls>Interior lights>	
Interior lights	Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers are not loud enough. Speakers have poor sound clarity.

Vehicle Exterior>Exterior Appearance/Paint:>Paint is uneven: has sags, runs, overspray, thin spots, etc.>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate the location of the paint issue (check all that apply):	Doors, trunk, fenders have thicker paint runs on the edges.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Displays and Instruments>	
Displays and Instruments	Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays poor loc..

Features/Controls/Displays>Displays and Instruments>Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays poor loc.>	
Please indicate why the fuel gauge/low fuel warning light controls/displays are difficult to understand/use; are in a poor location (check all that apply):	Please leave an actual distance remaining displayed instead of changing to LOW Fuel.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHGXCH1	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	12/16/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6338110481
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K339198097
Color	PX8	PITCH BLACK					

Report Number		System Key	203486106	Report Version	1	Open Date	02/28/2012
Close Date	02/28/2012	Narrative Date	02/29/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Category Level

Selection	Transmission and Drivetrain. Brake System.
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Brake System>Brake Operation>

Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort.
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Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort>

Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Mid 30 degrees, dry, car has sat for 3 to 4 hours in parking lot
Trouble with brakes occurs during this type of braking (check all that apply):	I am guessing the rain assist or something like that is acting up. I expect the normal feel and stopping power and come up on a stop sign and I have to stomp real hard like there is no power brake assist at all see below
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	see above
Please describe conditions when this trouble occurs:	see above
Additional Comments:	First time I noticed it it was damp so I figured it was the built in braking system doing it on purpose. the other dozen times since then it has been dry.
How often does this trouble occur?	Trouble occurs intermittently.

Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	All of the above and below completely warmed up, you can slow from 60 to 30 and you would expect it to have shifted down but you find yourself in a high gear with little or no acceleration until you push hard on the gas This is OK Totally warmed up, punch the gas to the floor and it sits there for a second wondering if you want to go this is OK
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Going into which gear/gears does the trouble occur? (check all that apply)	If you slow down to a couple MPH and then step on it, it cannot decide if it should go to 1st or 2nd 8 speed tranny, it is a high gear maybe 6th to 8 at low speed and you push on the gas it lugs instead of down shifting until you really push hard on the gas
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	I assumed that for the first 500 miles or so it was learning my driving habits but it has changed
Please describe conditions when this trouble occurs:	I just did, read above

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Deceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	operates better when cold Car has yet to be driven in temps greater than 40 degrees Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	Y <u>O</u> u ask the same questions above
Going into which gear/gears does the trouble occur? (check all that apply)	I explained the 1-2 shifting on other page and not down shifting to a low enough gear when slowing down. This is in normal mode. It is like the tranny is thinking before it reacts to what you want it to do.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). Drive (D). Your E shifter is hard to get used to. I still miss all the gears up and down that I have checked Neutral (N).
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Other (please describe).
Additional Comments:	I purchased this car specifically for the 8 speed transmission. Now I wish I hadn't
Please describe conditions when this trouble occurs:	There are no condiditons, it is all the time

Overview>	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	1400

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Shifts at wrong times. Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.

What Can We Do Better?>	
Feedback/Concerns:	The eight speed transmission programming was not well thought out. It performs much better in sport mode. Should have given the 6 cylinder about 25 more horsepower
What has Chrysler done right?	The styling of the exterior is great. The interior and the features / option you get for your money is pretty good.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG0CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	12/01/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6298110897
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K303184380
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	204303944	Report Version	1	Open Date	03/13/2012
Close Date	03/13/2012	Narrative Date	03/14/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Overview>

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Welcome>

Please tell us how many miles are currently on your vehicle.	985
Are you the primary driver of this vehicle?	Yes.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Please describe conditions when this trouble occurs:	When first backing out of a garage or parking space, and then trying to move forward.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Shifting from park to Reverse, it always passes by reverse to neutral. Than it is hard to shift back up to reverse, it ususally goes back to park again. Shifting from reverse, it is dificult to shift into drive, many times it goes diectly into "S" gear
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
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Category Level

Selection	Transmission and Drivetrain.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG8CH	Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	01/09/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6363110181
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K341198932
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	205658971	Report Version	1	Open Date	04/03/2012
Close Date	04/03/2012	Narrative Date	04/04/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Category Level

Selection	<p>Vehicle Exterior.</p> <p>Interior Climate Control.</p> <p>Entertainment/Navigation System/Connectivity.</p> <p>Interior Trim/Storage/Windows.</p> <p>Brake System.</p> <p>Features/Controls/Displays.</p> <p>Engine.</p> <p>Transmission and Drivetrain.</p> <p>Seats.</p> <p>Steering, Handling, and Ride.</p>
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Vehicle Exterior>Lights>Fog/water/condensation in exterior light lenses>

Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):	Same as driver.
Please describe conditions when this trouble occurs:	Had condensation on interior of headlight glass he night we bought it. Dealership said this is normal because they are vented and not sealed air tight.
How often does this trouble occur?	We live in SE Georgia. It is very humid down here.
Approximate mileage when trouble was first noticed was:	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	0 - 1499 miles.
	At delivery.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):	The "Tip-tronic" gear shifter is cool, but unless you tip it perfectly you can end up in neutral or low instead of drive. Also, having to hit the brake to change from neutral to drive is inconvenient. Many times I have seesawed back and forth between neutral and low trying to get to drive. Very frustrating.
Please describe conditions when this trouble occurs:	Shifting out of park.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Exterior>Front Doors>

Front Doors	Front doors are difficult to open/close.
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Vehicle Exterior>Front Doors>Front doors are difficult to open/close>

Please indicate which door is difficult to open/close (check all that apply):	Not really a problem, just a comment. The open positions available from fully shut to fully open are limited. If you don't open the door fully, which is a very long swing, then the door will try to shut on your leg.
Please describe conditions when this trouble occurs:	Same as driver.
Approximate mileage when trouble was first noticed was:	Entering and exiting vehicle.
How often does this trouble occur?	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Trouble occurs regularly.
	At delivery.

What Can We Do Better?>

Feedback/Concerns:	Make the front doors easier to open by providing better open points, such as a solid 30 and 45 degree position. Fix the touchy "tip-tronic" shifter, or just give me a good ole mechanical shifter.
What has Chrysler done right?	Nearly 300 horsepower and I still get 21 mpg in the city!?!? Are you kidding me? Thank you!!! This car is super fun to drive. It is very comfortable, luxurious, tech savvy, affordable, and most important... American!

Welcome>

Welcome>	
Please tell us how many miles are currently on your vehicle.	1675
Are you the primary driver of this vehicle?	Yes.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Overview>	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Vehicle Exterior>Lights>	
Lights	Fog/water/condensation in exterior light lenses.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG6CH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	10/12/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6274110097
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K213157756
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	207965074	Report Version	1	Open Date	05/10/2012
Close Date	05/10/2012	Narrative Date	05/11/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview>

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	2 (disagree).
Information in the Smartphone Application is easy to find and access	2 (disagree).
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Was the trouble resolved to your satisfaction?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Treated me like a dumb person., (I have two degrees in engineering)

Interior Trim/Storage/Windows>Appearance>

Appearance	Center console has gaps/poor fit.
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Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Quality

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	1600

Vehicle Exterior>Front Doors>

Front Doors	Front doors are difficult to open/close.
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Vehicle Exterior>Front Doors>Front doors are difficult to open/close>

To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which door is difficult to open/close (check all that apply):	It's a heavy door. When fully open it is a stretch to pull it backi. Same as above
Please describe conditions when this trouble occurs:	Every time the door is swung completely open

Vehicle Exterior>Lights>

Lights	Headlights aimed incorrectly.
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Category Level

Selection	Interior Trim/Storage/Windows. Features/Controls/Displays. Steering, Handling, and Ride. Transmission and Drivetrain.
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Category Level	
<div>Seats.</div> <div>Vehicle Exterior.</div>	
Interior Trim/Storage/Windows>Appearance>Center console has gaps/poor fit>	
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe in the box below where on the center console the trouble with excessive gaps/poor fit of materials is located:	The use of crappy looking plastic to finish off the console as well as the rest of the interior trim is a disappointment. Wood or faux wood would have been much better for the "luxury" interior. Would have put the 300 in to the Audi/Infiniti competition.
Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	It's a little difficult to consistently get into park (E-shifter) It takes a light hand to stop at reverse(E-shifter)
Vehicle Exterior>Lights>Headlights aimed incorrectly>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate which headlight is not aimed properly (check all that apply):	High beams are too high High beams are too high
Additional Comments:	I have not asked the dealer to correct but will so
What Can We Do Better?>	
Feedback/Concerns:	My other car is an Infiniti G35X. The 300 doesn't measure up to the quality of the Infiniti. For example, the "luxury" package on the 300 has cheap plastic trim while the Infiniti has wood interior trim. The Infiniti has a garage door opener as standard. the 300 requires that an additional package be purchased. (Dealer didn't tell me about this.) The 300 just doesn't have the quality feel.
What has Chrysler done right?	It's a nice solid car that gets outstanding gas mileage for a car of that size. Ride is nice and comfortable and the performance on the highway is impressive.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG2CH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	11/16/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6312110777
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K280176809
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	208996380	Report Version	1	Open Date	05/28/2012
Close Date	05/28/2012	Narrative Date	05/29/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Category Level

Selection	Transmission and Drivetrain. Features/Controls/Displays. Brake System. Entertainment/Navigation System/Connectivity.
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Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	as described above
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Going into which gear/gears does the trouble occur? (check all that apply)	while coming out of a turn, the car's transmission is in too high of a gear to create torque. Car seems sluggish at that point.

Overview>

Would you recommend this vehicle to family or friends?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Brake System>Brake Operation>Brakes vibrate/shudder excessively when applied>

How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Vibration is:	Slight.
Trouble with brakes occurs during this type of braking (check all that apply):	with constant foot pressure, brake pressure goes up and down
Trouble with brakes occurs while traveling at these speeds (check all that apply):	Low speeds (1-25 MPH).

Features/Controls/Displays>Features and Controls>Door locks/keyless entry system>Remote keyless entry system broken/not working>

Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Additional Comments:	only happened 2-3 times so far. Touching the door handle did not unlock doors. Using remote keyless entry worked fine.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate what type of trouble was experienced with the remote keyless entry system (check all that apply):	proximity unlock of door doesn't work (randomly).
Please describe conditions when this trouble occurs:	when it is hot outside

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Coming out of the car wash while rollers are still pushing out the vehicle the transmission does not allow the gears to go from N to D without applying brakes. Rather frustrating condition.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	only when the car is pushed by car wash roller conveyer does it not allow to go from N to D. This is the first car I had this issue with.
Why is the gear selector difficult to operate?	Other (please describe).

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	2350

Features/Controls/Displays>Features and Controls>	
Features and Controls	Turn signals. Door locks/keyless entry system.

Features/Controls/Displays>Features and Controls>Door locks/keyless entry system>	
Door locks/keyless entry system	Remote keyless entry system broken/not working.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.

Brake System>Brake Operation>	
Brake Operation	Brakes vibrate/shudder excessively when applied.

What Can We Do Better?>	
What has Chrysler done right?	Design, design, design...

Features/Controls/Displays>Features and Controls>Turn signals>	
Turn signals	Turn signal controls work properly, but are difficult to understand/use; are in a poor location.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Features/Controls/Displays>Features and Controls>Turn signals>Turn signal controls work properly, but are difficult to understand/use; are in a poor location>	
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	just loud

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG1CH	Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	03/08/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6059210473
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K041222468
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	212221598	Report Version	1	Open Date	07/05/2012
Close Date	07/19/2012	Narrative Date	07/20/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle.	1.200
Are you the primary driver of this vehicle?	Yes.

Overview>

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Smartphone Application covers the necessary features	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Information in the Smartphone Application is easy to find and access	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Transmission and Drivetrain>Manual Transmission Shifting>Difficult to get into gear(s)>

Shifting into which gear is difficult? (check all that apply):	It is difficult to put the car in the gear desired to go forward or reverse or in park Other shifting difficulties (please describe in Additional Comments box below).
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
--	-----

Transmission and Drivetrain>Manual Transmission Shifting>Gearshift is difficult to operate (man. trans.)>

Additional Comments:	I feel that this may be a design flaw in the operation of the car.
Why is the gearshift difficult to operate?	Gear selector requires too much effort/force to operate.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Category Level

Selection	Features/Controls/Displays. Transmission and Drivetrain. Other.
-----------	---

Transmission and Drivetrain>Manual Transmission Shifting>

Manual Transmission Shifting	Gearshift is difficult to operate (man. trans.). Difficult to get into gear(s).
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG1CH2	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	05/17/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6128220178
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K134270747
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	211613936	Report Version	1	Open Date	07/10/2012
Close Date	07/10/2012	Narrative Date	07/11/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview>

If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Seats>Adjustments and Controls>Forward/backward/height adjustment is broken/not working>

Additional Comments:	Seems to be working now
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	random
Seat with trouble has:	Power adjustment controls.
Please indicate which seat has trouble (check all that apply):	At one point the seat froze and would not go forward. Problem was solved after playing with the control.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Additional Comments:	The new electronic shift is not user friendly when trying to use them with speed. Parking lots are very iresome as you search for the right gear.
Please describe conditions when this trouble occurs:	3 point turn
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Going into which position is the gear selector difficult to operate? (check all that apply):	Basically the shifting is more time consuming and less accurate with the electronic shifter. Having difficulty going from drive to reverse in a hurry. 3 point turns are a pain with electronic shift
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Welcome>

Please tell us how many miles are currently on your vehicle.	2000
Are you the primary driver of this vehicle?	Yes.

Category Level

Selection	Transmission and Drivetrain. Seats.
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Seats>Adjustments and Controls>

Adjustments and Controls	Forward/backward/height adjustment is broken/not working.
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Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH7CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	01/03/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6351110882
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K327194022
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	212503939	Report Version	1	Open Date	07/10/2012
Close Date	07/24/2012	Narrative Date	07/25/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview>

Smartphone Application covers the necessary features	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

Welcome>

Please tell us how many miles are currently on your vehicle.	5000
Are you the primary driver of this vehicle?	Yes.

Category Level

Selection	Vehicle Exterior.
	Steering, Handling, and Ride.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG5CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	04/18/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6016210046
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K095250845
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	213065041	Report Version	1	Open Date	08/01/2012
Close Date	08/01/2012	Narrative Date	08/02/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle. 1700

Are you the primary driver of this vehicle? Yes.

Category Level

Selection

Vehicle Exterior.

Transmission and Drivetrain.

Interior Climate Control.

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken the vehicle to a dealer to have your trouble corrected? No.

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Would you recommend this vehicle to family or friends? Yes.

If our team has any additional questions about your responses, would you accept further contact? Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns:

I don't like the shifter in my Charger SE. I don't like how it only has 1 low gear which is too slow for most situa ions. I don't like how you have to push twice to get it into park unless I'm doing it wrong, I go by number of clicks to get to desired gear.

What has Chrysler done right?

Love my Charger! No outside wind noise, shifts smoothly, better gas mileage than originally thought to get, comfortable ride.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG3CH [REDACTED]	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	04/03/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6086221729
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K087246131
Color	PX8	BLACK CLEAR COAT					

Report Number	[REDACTED]	System Key	213150053	Report Version	1	Open Date	08/02/2012
Close Date	08/02/2012	Narrative Date	08/03/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	The fact that you have to come to a complete stop with your FOOT ON THE BRAKE to shift can be a problem, especially when you are backing out into a real busy street with fast moving traffic. We are so used to being able to move a shifter out of Reverse and into Neutral while the car is still rolling backwards, and into drive without coming to a complete stop. There has been at least a dozen times that I have had to make 2-3 attempts at shifting into Drive because I was trying to be quick to avoid oncoming traffic only to get stuck there because I did not come to a complete FOOT-ON-THE-BRAKE stop.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	The fact that you have to come to a complete stop with your FOOT ON THE BRAKE to shift can be a problem, especially when you are backing out into a real busy street with fast moving traffic. We are so used to being able to move a shifter out of Reverse and into Neutral while the car is still rolling backwards, and into drive without coming to a complete stop. There has been at least a dozen times that I have had to make 2-3 attempts at shifting into Drive because I was trying to be quick to avo
Why is the gear selector difficult to operate?	Other (please describe).

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	965

Steering, Handling, and Ride>Tires>Tires make excessive road noise while driving>

Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.

Steering, Handling, and Ride>Noise and Vibration>

Noise and Vibration	Vehicle vibrates excessively while driving (not braking).
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Steering, Handling, and Ride>Noise and Vibration>Vehicle vibrates excessively while driving (not braking)>

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Vibration is:	Slight.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Trouble occurs while traveling at these speeds (check all that apply):	Issue is that it came equipped with 20" wheels & low profile tires instead of 18" touring. It feels like someone is dribbling a basketball under the hood! You can feel every crack in the road & the tires are noisy as well. My VIN# is 2C3-CCAC [REDACTED], it is a fully equipped 300 limited Luxury Series car, why they put 20" wheels & performance tires on it makes no sense to me at all. Who ever did the ordering might have thought it looked good, but it totally compromised the luxury ride! This is my 3rd generation 300 (300M Sp, 300C, 2012 300L) and it has the worst ride, especially when you take into consideration what it costs. I'm working with my dealership trying to see if they would take a set of 18" wheels off of a used 2011 to help get the ride I was expecting.

Seats>Adjustments and Controls>Seat heater/cooler controls are difficult to understand/use>

Please indicate which seat's controls are difficult to understand/use (check all that apply):	Cooling ventilated seats are barely noticeable in "HI" mode and not at all in "low" mode. My brother has a new Ford Taurus, you can really feel the air flow when he has it on in either position!
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Seats>Adjustments and Controls>Seat heater/cooler controls are difficult to understand/use>	
	Cooling ventilated seats are barely noticeable in "HI" mode and not at all in "low" mode. My brother has a new Ford Taurus, you can really feel the air flow when he has it on in either position!

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	██████████, wheels & tires.

Category Level	
Selection	Transmission and Drivetrain. Seats. Steering, Handling, and Ride.

Overview>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Seats>Adjustments and Controls>	
Adjustments and Controls	Seat heater/cooler controls are difficult to understand/use.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

What Can We Do Better?>	
What has Chrysler done right?	Great styling! I love the quickness & 31 MPG of the 8-speed transmission, it's awesome! (but am really unhappy about having to come to a full stop to shift). Love the ventilated seat option, and back-up camera! Overall I think the car displays a look of quality, styling, & craftsmanship!
Feedback/Concerns:	I feel that any ime a car is ordered with the Luxury Series Package it should come with 18" wheels and Michelin touring-luxury ride tires. I should not have to be calling the Chrysler Customer Care line about it only to be disregarded (blown off). And I feel very awkward about having to ask my dealer about swapping my new wheels for some used ones to make it right. I don't feel that I should have to pay out any more money (\$900- tires, \$1,800-wheels) to get he ride of a luxury car that I was already expecting. If my dealer does swap out my wheels & tires with used ones, I'll be happy wi h the ride (I drove a 300 Limited with 18" wheels & tires, it was drastically smoother and quieter) but not so much about having used tires on a brand new car!

Steering, Handling, and Ride>Tires>	
Tires	Tires make excessive road noise while driving.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCA4HG4CH	Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN	
Built Date	01/01/0001	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6140210663
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M112269909
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	213924240	Report Version	1	Open Date	08/15/2012
Close Date	08/15/2012	Narrative Date	08/16/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Category Level

Selection	Interior Trim/Storage/Windows. Interior Climate Control. Vehicle Exterior.
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Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint:	Dents/dings were present on exterior body panels at delivery.
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Interior Trim/Storage/Windows>Abnormal Noises>

Abnormal Noises	Squeak/rattle/abnormal noises from headliner.
------------------------	---

Overview>

Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from headliner>

Please describe conditions when this trouble occurs:	Going over bumps
Please describe in the box below where from the headliner the trouble with abnormal noises is located:	On the passenger side, the border of the sunroof. When the passenger pushes on the headliner, the sound goes away.
Additional Comments:	Could this be related to the roof damage that occurred during delivery?
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Welcome>

Please tell us how many miles are currently on your vehicle.	1500
Are you the primary driver of this vehicle?	Yes.

Contact Me>

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	You can reach me at . My unanswered question is this: would the air conditioning unit come on during normal operation of the climate control even if the Air Conditioning button was NOT on.
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

What Can We Do Better?>

What has Chrysler done right?	I wouldn't have bought this car if it didn't offer the Luxury Series. Thanks for moving upscale.
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Vehicle Exterior>Exterior Appearance/Paint:>Dents/dings were present on exterior body panels at delivery>

Please indicate which body panels had dents/dings present at delivery (check all that apply):	Some hing was dropped on the front roof of the car during delivery as there were dents in the same places on both the left side and right side.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG1CH	Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN	
Built Date	06/16/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6148221539
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M125271464
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	214220003	Report Version	1	Open Date	08/20/2012
Close Date	08/20/2012	Narrative Date	08/21/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview>

Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
--	-----

Welcome>

Please tell us how many miles are currently on your vehicle.	2000
Are you the primary driver of this vehicle?	Yes.

What Can We Do Better?>

Feedback/Concerns:	I love my 300 - the only complaint is hat the ride is too harsh for a luxury car
What has Chrysler done right?	Ergonomics, performance, fuel economy

Category Level

Selection	Entertainment/Navigation System/Connectivity.
	Seats.
	Steering, Handling, and Ride.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH6GCH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	01/26/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6006210865
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K020212547
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	214447725	Report Version	1	Open Date	08/23/2012
Close Date	08/23/2012	Narrative Date	08/24/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Vehicle Exterior>Front Doors>Front doors are difficult to open/close>

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate which door is difficult to open/close (check all that apply):	<input type="checkbox"/> Passenger's side front door. <input type="checkbox"/> Driver's side front door.

Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint:	Paint chip/scratch/other surface damage from outside influence present at delivery.
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Vehicle Exterior>Lights>Headlights aimed incorrectly>

To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate which headlight is not aimed properly (check all that apply):	<input type="checkbox"/> Does not properly illuminate road <input type="checkbox"/> Does not properly illuminate road
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Steering, Handling, and Ride>Noise and Vibration>

Noise and Vibration	Vehicle vibrates excessively while driving (not braking).
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Steering, Handling, and Ride>Tires>Tires make excessive road noise while driving>

Trouble occurs while traveling in these road conditions (check all that apply):	<input type="checkbox"/> Clear/dry road conditions. <input type="checkbox"/> Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Trouble occurs while traveling at these speeds (check all that apply):	<input type="checkbox"/> High speeds (46 MPH and above). <input type="checkbox"/> Medium speeds (26-45 MPH).

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.
	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
	Hands-Free Phone / Bluetooth system has poor sound quality at far end.

Seats>Seat Material>Seat material concerns>

Please indicate which seat has trouble with its material (check all that apply):	<input type="checkbox"/> Leather that is perforated looks weak and unsubstantial. <input type="checkbox"/> Leather that is perforated looks weak and unsubstantial. <input type="checkbox"/> Leather that is perforated looks weak and unsubstantial. <input type="checkbox"/> Leather that is perforated looks weak and unsubstantial. <input type="checkbox"/> Leather that is perforated looks weak and unsubstantial.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	Always
Additional Comments:	Leather that is perforated looks weak and unsubstantial. Feels like it will easily tear/wear out.
Seat material trouble is:	Other (please describe).

Interior Climate Control>Controls and Switches>Heating, ventilation and air conditioning controls are broken/not working>

How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Interior Climate Control>Controls and Switches>Heating, ventilation and air conditioning controls are broken/not working>	
Please describe conditions when this trouble occurs:	Every time I start the car
Please indicate which control is broken/not working properly (check all that apply):	In the memory Mode - does not remember the seat ventala ion settings.

Engine>Engine Fuel consumption>Fuel consumption is worse than expected>	
How often does this trouble occur?	Trouble occurs regularly.
Where do you do most of your driving?	Combination of city/highway driving.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Appearance>	
Appearance	Interior materials soils/scuffs too easily. Overhead console has gaps/poor fit.

Engine>Engine power>	
Engine power	Engine power is less than expected.

Transmission and Drivetrain>Automatic Transmission>Slips/will not engage gear properly/shifts erratically>	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
Going into which gear/gears does the trouble occur? (check all that apply):	3rd Gear. 2nd Gear. 1st Gear. 4th Gear.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.

Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Maintaining a fairly constant speed while driving on steep/hilly roads.
Going into which gear/gears does the trouble occur? (check all that apply)	5th Gear (if equipped). 2nd Gear. 3rd Gear. 1st Gear. 6th Gear (if equipped). 4th Gear.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Maintaining a fairly constant speed while driving on steep/hilly roads.
Going into which gear/gears does the trouble occur? (check all that apply)	5th Gear (if equipped). 2nd Gear. 3rd Gear. 1st Gear. 6th Gear (if equipped). 4th Gear.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system voice activation doesnt recognize command>	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system voice activation doesnt recognize command>	
Please describe when this trouble occurs:	When entering a number.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Do you usually set HVAC vent direction toward ceiling?	No.

Seats>Seat Material>

Seat Material	Seat material concerns.
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Vehicle Exterior>Rear Side Doors>Rear side doors are difficult to open/close>

How often does this trouble occur?	Trouble occurs regularly.
Please indicate which rear door is difficult to open/close (check all that apply):	Passenger's side rear door. Driver's side rear door.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Steering, Handling, and Ride>Steering and Handling>Vehicle pulls noticeably to the left/right>

Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions. Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Vehicle pull is:	Slight.
What direction does the vehicle pull when driving?	Both Left and Right - Varies with conditions.
Trouble occurs while traveling at these speeds (check all that apply):	Medium speeds (26-45 MPH).

Steering, Handling, and Ride>Steering and Handling>Steering wheel vibrates excessively while driving>

Steering wheel vibration trouble occurs during these road conditions (check all that apply):	Clear/dry road conditions. Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Vibration is:	Slight.
Steering wheel vibration trouble occurs during these speeds (check all that apply):	Medium speeds (26-45 MPH). High speeds (46 MPH and above).

Vehicle Exterior>Wind Noise>Excessive wind noise>

Please indicate the location of the wind noise (check all that apply):	Passenger's side front door window. Front windshield. Driver's side front door window. Passenger's side front door. Driver's side front door. Bellows on drivers side of sunroof not attached at the bottom
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Entertainment/Navigation System/Connectivity>Speakers>Speakers have poor sound clarity>

How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate which speaker has trouble (check all that apply):	sounds muddy - not clear
Trouble with speaker occurs:	At all volume levels.

Vehicle Exterior>Trunk Lid/Liftgate>Trunk lid/liftgate is difficult to open/close>

How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate with which type of rear door your vehicle is equipped.	Trunk lid.

Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions. Navigation system works, but traffic information doesn't work / or is difficult to understand.
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Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system loses connection>

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system loses connection>

How often does this trouble occur?	Trouble occurs regularly.
Please describe where the trouble occurs (check all)	Inside the vehicle.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe which carrier, brand and model of cell phone is having difficulty connecting:	Iphone 4S
Connection problem happens on:	Hands-Free Phone / Bluetooth connection between cell phone and the system.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system has poor sound quality at far end>

Please describe when this trouble occurs:	When talking to another bluetooth enabled vehicle over the ATT cell network
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Sound quality is poor: (check one)	in car.
Do you usually set HVAC vent direction toward ceiling?	No.

Steering, Handling, and Ride>Noise and Vibration>Vehicle vibrates excessively while driving (not braking)>

Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions. Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Vibration is:	Slight.
Trouble occurs while traveling at these speeds (check all that apply):	Medium speeds (26-45 MPH). High speeds (46 MPH and above).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	Very hard to get into park on first try
Please describe conditions when this trouble occurs:	when parking the car
Why is the gear selector difficult to operate?	Other (please describe).

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Would you recommend this vehicle to family or friends?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.

Interior Climate Control>Operation and Performance>Heating, ventilation and air conditioning vents are broken/not working>

How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate which control is broken/not working properly (check all that apply):	See o her notes

Category Level

Selection	Engine. Transmission and Drivetrain. Seats. Steering, Handling, and Ride. Features/Controls/Displays. Entertainment/Navigation System/Connectivity. Interior Trim/Storage/Windows. Interior Climate Control. Vehicle Exterior.
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Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>	
How often does this trouble occur?	Trouble occurs regularly.
Engine trouble occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours.
Engine trouble occurs (check all that apply):	Driving the vehicle more than 5 minutes but less than 20 minutes.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
What best describes the engine drivability trouble? (check all that apply):	climbing a slight hill - engine surges Engine has a hesitation, momentarily cuts out, or surges while accelerating.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Shifts at wrong times. Slips/will not engage gear property/shifts erratically. Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesn't recognize command>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe when this trouble occurs:	When entering information.
Do you usually set HVAC vent direction toward ceiling?	No.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from overhead console>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine>Engine Driveability (stumbles/hesitates/surges)>	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Steering, Handling, and Ride>Steering and Handling>	
Steering and Handling	Vehicle pulls noticeably to the left/right. Steering wheel vibrates excessively while driving.

Features/Controls/Displays>Features and Controls>Voice Activation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location>	
Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):	Audio. System rarely understands commands System rarely understands commands
Please indicate why the Voice Activation System controls are difficult to understand/use; are in a poor location (check all that apply):	Voice recognition is very poor.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command. Voice Recognition feature does not have enough functions available.

Interior Trim/Storage/Windows>Abnormal Noises>	
Abnormal Noises	Squeak/rattle/abnormal noises from overhead console.

Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>	
How often does this trouble occur?	Trouble occurs regularly.
What best describes the engine idle trouble? (check all that apply):	Engine idling is rough.
Engine idle trouble occurs (check all that apply):	Driving the vehicle more than 5 minutes but less than 20 minutes.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Engine idle trouble occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Engine>Engine power>Engine power is less than expected>	
How often does this trouble occur?	Trouble occurs regularly.

Engine>Engine power>Engine power is less than expected>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Trouble occurs while vehicle is (check all that apply):	Cruising/holding a steady speed on an uphill grade. Accelerating.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers have poor sound clarity.

Interior Trim/Storage/Windows>Appearance>Interior materials soils/scuffs too easily>	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Vehicle Exterior>Rear Side Doors>	
Rear Side Doors	Rear side doors are difficult to open/close.

Interior Trim/Storage/Windows>Appearance>Overhead console has gaps/poor fit>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine>Engine Fuel consumption>	
Engine Fuel consumption	Fuel consumption is worse than expected.

Seats>Adjustments and Controls>	
Adjustments and Controls	Memory Seat controls are broken/not working.

Features/Controls/Displays>Features and Controls>	
Features and Controls	Voice Activation System. Wipers and washers.

Vehicle Exterior>Wind Noise>	
Wind Noise	Excessive wind noise.

Vehicle Exterior>Lights>	
Lights	Headlights aimed incorrectly.

Welcome>	
Please tell us how many miles are currently on your vehicle.	1678
Are you the primary driver of this vehicle?	No.

Interior Climate Control>Controls and Switches>	
Controls and Switches	Heating, ventilation and air conditioning controls are broken/not working.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesn't work/or is difficult to understand>	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Not enough locations to use the service - totally set up for large cities only. Not worth having since it doesn't work where I live. Needs to be expanded or dropped!

What Can We Do Better?>	
Feedback/Concerns:	Build a better car - really listen to the drivers of your cars and fix the problems they find! Paid way too much to have ANY problems!

Engine>Engine Idling (rough, too low/high)>	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available>	
Please describe the trouble you experienced:	Voice commands are not logical when functions are required. (Set Destination - find a location, show nav screen and other times. Really wanted his feature to work - rather disappointed with the reality of how the system works.

Vehicle Exterior>Trunk Lid/Liftgate>	
Trunk Lid/Liftgate	Trunk lid/liftgate is difficult to open/close.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>	
Please indicate which navigation system item has trouble (check all that	System gets confused about where it is and where I want to get to.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

apply):	Doesn't recognize restaurants in the local area, or businesses either. Iphone works better - is not a "Clunky" and provides info much faster.
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Steering, Handling, and Ride>Tires>
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Tires	Tires make excessive road noise while driving.
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Vehicle Exterior>Exterior Appearance/Paint:>Paint chip/scratch/other surface damage from outside influence present at delivery>

Please indicate which body panels had paint chip/scratch/other surface damage present at delivery (check all that apply):	Base plate under trunk lid scratched/damaged
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Features/Controls/Displays>Features and Controls>Voice Activation System>

Voice Activation System	Voice Activation System works properly, but difficult to understand/use; controls in a poor location.
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Interior Climate Control>Operation and Performance>
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Operation and Performance	Heating, ventilation and air conditioning vents are broken/not working.
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Vehicle Exterior>Front Doors>
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Front Doors	Front doors are difficult to open/close.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG2CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	04/27/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6018210478
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K113259114
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	216493295	Report Version	1	Open Date	09/26/2012
Close Date	09/26/2012	Narrative Date	09/27/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>

Please describe conditions when this trouble occurs:	At high volume levels
Please indicate which speaker has trouble (check all that apply):	Sub volume is fine. All other speakers too low. Volume maxes out at 38...more power??
Trouble with speaker occurs:	Only at high volume levels.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system loses connection>

Lost connection problem happens when:	Other: Please describe when this trouble occurs.
Additional Comments:	Connection issues occur when attempting bluetooth swap between headset and automobile bluetooth. Have to turn off headset bluetooth and shutoff and restart car to get connection.
Connection problem happens on:	Hands-Free Phone / Bluetooth connection between cell phone and the system.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe which carrier, brand and model of cell phone is having difficulty connecting:	AT&T Samsung Skyrocket SII
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesnt recognize command>

Please describe when this trouble occurs:	When entering information.
Do you usually set HVAC vent direction toward ceiling?	No.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview>

If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please provide feedback on how Chrysler can improve the Smartphone Application	Needs index, Search feature not very helpful
Smartphone Application covers the necessary features	2 (disagree).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Would you recommend this vehicle to family or friends?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

Entertainment/Navigation System/Connectivity>Speakers>Speakers have poor sound clarity>

Please indicate which speaker has trouble (check all that apply):	Needs more adjustment in mids & highs. Good bass adjustment. Mids are muddy and overlay too much into highs. Needs more high adjustment.
Trouble with speaker occurs:	At all volume levels.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>	
Please indicate which navigation system item has trouble (check all that apply):	POI's not up to date Some street & alternate route info missing Gets mixed up sometimes, i.e. wrong street info, slow to notify upcoming turn, slow to reroute
Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system voice activation doesnt recognize command>	
Please describe when this trouble occurs:	When a window is open. When HVAC blower level is high. When the moonroof is open. Voice Recongition needs work. Names, numbers, commands not understood When noise from outside is loud.
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Entertainment/Navigation System/Connectivity>Navigation System>Difficulty accessing Points of Interest/Points of Interest not well defined>	
Please describe the trouble with the Points of Interest within the Navigation system	Not up to date
Additional Comments:	Voice Recognition almost impossible to use...Commands not understood
Other>	
Please describe the other trouble you experienced:	Lights on driver and passenger door map pockets should NOT be an option. On a car of this stature, lights should be STANDARD.
Welcome>	
Please tell us how many miles are currently on your vehicle.	3000
Are you the primary driver of this vehicle?	Yes.
What Can We Do Better?>	
Feedback/Concerns:	Safety Tec Package should include function hat tilts the outside mirrors downward when car is put into reverse to facilitate parking/backing, mainly due to big blind spot on rear pillars.
What has Chrysler done right?	Great car Love the electronics Safety Tec - should be included on all cars 8 Speed trans - great
Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Recognition feature does not have enough functions available. Voice Activation / Recognition doesn't recognize command.
Category Level	
Selection	Interior Trim/Storage/Windows. Entertainment/Navigation System/Connectivity. Other.
Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection. Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Difficulty accessing Points of Interest / Points of Interest not well defined. Navigation system works, but missing information; has incorrect information; gives wrong directions.
Entertainment/Navigation System/Connectivity>Media Players>	
Media Players	Radio/Satellite radio/HD Radio.
Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers are not loud enough. Speakers have poor sound clarity.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG1C	Model Year	2012	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	06/19/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6154221235
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M125271393
Color	PX8	PITCH BLACK					

Report Number		System Key	217107519	Report Version	1	Open Date	10/05/2012
Close Date	10/05/2012	Narrative Date	10/08/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Are you the primary driver of this vehicle?				Yes.			
Please tell us how many miles are currently on your vehicle.				2457			

Category Level							
Selection				Transmission and Drivetrain.			
				Seats.			
				Interior Trim/Storage/Windows.			

Interior Trim/Storage/Windows>Broken/Damaged>							
Broken/Damaged				Carpet is broken/damaged/torn.			

Interior Trim/Storage/Windows>Broken/Damaged>Carpet is broken/damaged/torn>							
Please describe in the box below where on the carpet the trouble with broken/damaged/torn materials is located:				Not that the carpet is town but the driver side floor mat hook is very loose and I fear it will tear out shortly			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Shifting paddles/buttons difficult to operate.			
				Shift between gears is rough/harsh under normal driving conditions.			
				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>							
Going into which gear/gears does the trouble occur? (check all that apply)				There is a slight clun king when shifting out of park if at any incline and sometimes when going from reverse to drive, I do come to a complete stop before changing gears			
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):				from park			
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):				Not sure.			
How often does this trouble occur?				Trouble occurs intermittently.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				It's not that it is difficult to operate, but at times it is hard to get the desired gear on the 8 speed automatic, often end up going back and forth between cars			
Why is the gear selector difficult to operate?				Other (please describe).			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				At delivery.			

Overview>							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by phone or e-mail.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				Yes.			

Overview>

The Smartphone Application format is easy to understand and use	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).

What Can We Do Better?>

Feedback/Concerns:	So many options, my biggest pet peeve and item missing from this car is a light for the center console.
What has Chrysler done right?	The car overall is fantastic and a class leader, the small problems I've occurred are nothing to deter me from purchasing another charger in the future. The interior is fantastic and comfortable.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH9C	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	06/29/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6171220272
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K173292433
Color	PX8	PITCH BLACK					

Report Number		System Key	217107607	Report Version	1	Open Date	10/05/2012
Close Date	10/05/2012	Narrative Date	10/08/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle.				2500			
Are you the primary driver of this vehicle?				Yes.			

Category Level							
Selection				Transmission and Drivetrain.			
				Entertainment/Navigation System/Connectivity.			

Entertainment/Navigation System/Connectivity>Controls/Menus>							
Controls/Menus				Touchscreen Controls/Menu.			

Entertainment/Navigation System/Connectivity>Media Players>							
Media Players				MP3.			
				USB Connection/Media Slot.			

Entertainment/Navigation System/Connectivity>Navigation System>							
Navigation System				Difficulty accessing Points of Interest / Points of Interest not well defined.			

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>							
Hands-Free Phone / Bluetooth				Hands-Free Phone / Bluetooth system has poor sound quality at far end.			

Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>							
Touchscreen Controls/Menu				Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.			

Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>Front seat audio/entertainment /navigation controls/menus difficult to use/in a poor location>							
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):				See comments under menu difficulties			
				All issues relate to MP3s on SD card. Some additional programming would be nice. I would like to be able to select a genre of music to play and only shuffle all songs within that genre. I can pick an artist or album and do it, but not a genre. Also navigation around this area is very clumsy.			

Entertainment/Navigation System/Connectivity>Media Players>USB Connection/Media Slot>							
Please describe the trouble you experienced (check all that apply):				Additional USB port in center console under radio location near lighter would be nice.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Entertainment/Navigation System/Connectivity>Navigation System>Difficulty accessing Points of Interest/Points of Interest not well defined>							
Please describe the trouble with the Points of Interest within the Navigation system				Can't search for commercial location			
Additional Comments:				I understand that internet connectivity is required to be able to enter a commercial location and find the closest one, but maybe a feature could be added allowing the Nav system to use a Bluetooth connected cell phone's data channel to retrieve internet info for navigation and real-time info. When I can go on my Android and call up the closest McDonalds or favorite retail outlet to my location and nav to it, I don't need "dumb" nav in my car that I would have to manually enter a street address into.			

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system has poor sound quality at far end>							
How often does this trouble occur?				Trouble occurs regularly.			
Sound quality is poor: (check one)				at far end.			

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system has poor sound quality at far end>	
Please describe when this trouble occurs:	The issue happens regardless of the above. Windows closed, AC off, low exterior noise, even when not moving. In car sound is great, far end is low and unclear.
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs	On all calls. I have heard from people called that the sound volume from me is very low and not very good. On my end in the car it sounds great. I love this feature and hope something can be done with some type of upgrade to improve the issue on my current model.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Slips/will not engage gear properly/shifts erratically>	
Going into which gear/gears does the trouble occur? (check all that apply):	I have the 8-speed trans and it typically shift from park to neutral, skipping reverse, then back to park when I try to shift up into reverse from neutral. No matter how careful I am, I would say 1 shift in 10 makes it directly into reverse from park. Other have driven the car and had the same issue.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Parked trying to back up...
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	All conditions
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	When driving at normal speeds and I need to pass or accelerate quickly, there is a definite lag (2-3 seconds) between pushing the peddle to the floor and the car responding. Some times you need power right now and it's not very comforting when it's not there..
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Misses reverse and goes into neutral.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Shifting into reverse
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	The electronic shifter is ok, but miss the "feel" of the car shifting where I want it. If you are off the least little bit on the shift into any gear, the shifter misses and goes in the wrong place. If the brake isn't pushed in far enough, nothing happens. Just a lot of little "sensor-related" things that you can't "feel". I can't shift into any gear without having to look at the panel to see if it went where I wanted it to. I have never had to do that with any other car I have ever had. once you knew the car you could focus on your surroundings rather than watching the panel to know where you were...

Overview>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Overview>

Would you recommend this vehicle to family or friends?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Yes.

The Smartphone Application format is easy to understand and use

3 (neither agree nor disagree).

Information in the Smartphone Application is easy to find and access

2 (disagree).

Smartphone Application covers the necessary features

3 (neither agree nor disagree).

Please rate your overall level of satisfaction with the Smartphone Application

1 (very dissatisfied).

Please provide feedback on how Chrysler can improve the Smartphone Application

Make it interactive with the vehicle. Let me know when my oil needs to be changed, tires need inflation, alarm is going off, battery is low. I know other manufacturers have similar features though an internet service "for a fee", but the phone and car already connect via bluetooth. Why can't an app be written to take advantage of that connection and provide interactivity between the car and the smartphone without paying for a service. It would be a definite edge over the competition for a while. I mentioned earlier that a car's maintenance records could be stored on-board in the computer. They could also be held or kept in the app too and most people have some type of backup for their phones now. Lots of options here other than how to turn on the wipers...

Which feature or section of the Smartphone Application did you find least helpful and why?

Almost all of it. It seemed like just another version of the manual. Why would I want to take up space on my phone for that. I loaded it, looked through it and deleted it...

What Can We Do Better?>

What has Chrysler done right?

Updated vehicle designs and marketing. Your design team has brought back some "personality" to your vehicles. It's nice to see options for vehicles that aren't shaped like the euro-bubbles we have had so much of over the past several years. I have always been a GM guy, this is my first Dodge and I am very happy with it. The overall quality, fit and finish have really come up and I am glad. The "attitude" in the design is nice too, especially in the 2012's and 13's. Keep it up!

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH5G5CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	07/11/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6185210651
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K185298852
Color	PCL	BLUE STREAK PEARL COAT					

Report Number		System Key	217107451	Report Version	1	Open Date	10/07/2012
Close Date	10/07/2012	Narrative Date	10/08/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle.				2100			
Are you the primary driver of this vehicle?				Yes.			

Category Level							
Selection				Entertainment/Navigation System/Connectivity.			

Entertainment/Navigation System/Connectivity>Media Players>							
Media Players				USB Connection/Media Slot.			

Entertainment/Navigation System/Connectivity>Navigation System>							
Navigation System				Navigation system freezes-up/will not work.			
				Navigation system works, but traffic information doesn't work / or is difficult to understand.			

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>							
Voice Activation / Recognition				Voice Activation / Recognition doesn't recognize command.			

Entertainment/Navigation System/Connectivity>Media Players>USB Connection/Media Slot>							
Please describe the trouble you experienced (check all that apply):				Not all of my album covers are loading. Missing the genre ability			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work>							
How often does this trouble occur?				Trouble occurs intermittently.			
Please describe conditions when this trouble occurs:				Screen would either stick on loading maps or the Garmin splash screen			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				Dealer has already replaced the radio head.			

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesn't work/or is difficult to understand>							
Please indicate what issues you are experiencing with the traffic information (check all that apply)				Expressways always show red. Even at 2:30 in the morning when the roads are empty			
Additional Comments:				The notification announces traffic ahead when there I near an expressway or the tollway. Even when I am on he frontage road. I have turned it off.			

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesnt recognize command>							
Please describe when this trouble occurs:				If the vehicle hvac is on auto, I have to turn the fan down so hat it can recognize my words			
Do you usually set HVAC vent direction toward ceiling?				No.			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				I turn the fan down before using			

Overview>							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				Yes.			

Overview>

Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns:	I think the Bluetooth & USB direct connect could used some improvement. Many capabilities of my iPhone or wife's droid are not being used. When the 20 rallye wheels are purchased, it should include wheel locks. I should not have to \$50+ for something that should have been already on it.
What has Chrysler done right?	The assembly quality is exceptional.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH7GCH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	06/22/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6164221560
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K170290022
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	217424909	Report Version	1	Open Date	10/11/2012
Close Date	10/11/2012	Narrative Date	10/12/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	<p>Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.</p> <p>Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.</p> <p>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.</p>
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	<p>Normal acceleration.</p> <p>Deceleration.</p>
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	See o her description.
Additional Comments:	See previous comments.

Overview>

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Information in the Smartphone Application is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Taken it in for some troubles at delivery but not for items listed here yet.
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Please provide feedback on how Chrysler can improve the Smartphone Application	Was not too impressed with the functionality of the app and the information. It would be nice to have more interaction with the vehicle and the radio/nav system.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Category Level

Selection	<p>Seats.</p> <p>Transmission and Drivetrain.</p> <p>Entertainment/Navigation System/Connectivity.</p>
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Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>

How often does this trouble occur?	Trouble occurs regularly.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	<p>Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.</p> <p>Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.</p> <p>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.</p>
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	<p>After breaking, when accelerating back to normal speed it is almost like the transmission does not downshift and the vehicle has a slight jerking, almost like a manual transmission starting in too high of gear. It gives the impression that the engine is perhaps cutting out. Also happens with light acceleration.</p> <p>Seems to have trouble determining which gear to downshift to.</p>

Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	My experience is that at times it seems like the engine is cutting out (the way it feels driving) but it is not.
Please describe conditions when this trouble occurs:	Normal.
Going into which gear/gears does the trouble occur? (check all that apply)	Higher gears. (8-speed)

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Shifts at wrong times. Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	8-speed gear selector is just difficult to use. It is hard to consistently get the right gear. 8-speed gear selector is just difficult to use. It is hard to consistently get the right gear. 8-speed gear selector is just difficult to use. It is hard to consistently get the right gear.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Additional Comments:	The 8-speed gear selector is just awkward to use. I often only hit neutral when trying to put it in park and sometimes end up in neutral when trying to select reverse. Interesting design, just not implemented very well.

Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Trouble with speaker occurs:	At all volume levels.
Additional Comments:	The Alpine speakers with amp do not produce very good sound quality and the volume levels are poor. I regret not opting for one of the other radio upgrades. With that, for the cost of the current configuration, it is not worth the money.
Please indicate which speaker has trouble (check all that apply):	Poor sound quality, especially for an upgrade from base.

Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>	
Touchscreen Controls/Menu	Front Screen Display: Other Concerns.

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	1130

Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>Front Screen Display: Other Concerns>	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	Not a trouble, just suggestion.
Please describe the other trouble you experienced:	This is more of a feature, the weather display should include maps/radar. I have that feature on my other vehicle and is a big benefit. Also I do not understand why some static display information is blanked when driving. Offer override option.

Entertainment/Navigation System/Connectivity>Controls/Menus>	
Controls/Menus	Touchscreen Controls/Menu.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers are not loud enough.

What Can We Do Better?>	
Feedback/Concerns:	When looking for a new vehicle, I was not considering Dodge. I had owned a Dodge Daytona back in the late 80s and had a very bad experience. I did have a good experience with a Chrysler Town & Country and was very pleased. This time I was moving from a Corvette and was looking for something with more room and comfort. I looked at Acura, Honda, Toyota, Ford, BMW, and finally drove the Charger on a whim. I was very surprised at the quality of the vehicle and the features. I bought it the next day, trading my 2008 Corvette.

What Can We Do Better?>

What has Chrysler done right?

I appreciate the committment to quality although I did experience some issues at delivery (dash panel buldging due to foam placement, loose spoiler) but they were quickly addressed by the dealership - very impressed with the service I received. Overall it is a great car and I do not miss my Vette. I am dissatisfied with the sound quality especially when compared with my wife's new Fusion. i hate the idea of having to now go out and look for aftermarket additions/replacement speakers. Also, it would be nice to see updates to the radio/nav system in order to add functionality such as weather maps, etc.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG1CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	06/28/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6171220026
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K175293373
Color	PX8	PITCH BLACK					

Report Number		System Key	217699535	Report Version	1	Open Date	10/16/2012
Close Date	10/16/2012	Narrative Date	10/17/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Category Level

Selection	Interior Trim/Storage/Windows. Steering, Handling, and Ride. Seats.
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Steering, Handling, and Ride>Tires>

Tires	Tires make excessive road noise while driving.
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Steering, Handling, and Ride>Tires>Tires make excessive road noise while driving>

Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Please describe conditions when this trouble occurs:	on the road
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Steering, Handling, and Ride>Noise and Vibration>Abnormal noises coming from under vehicle>

Noise sounds like (Check all that apply):	Too much road noise in cabin
Please describe conditions when this trouble occurs:	On the highway
How often does this trouble occur?	Trouble occurs regularly.
From what area of the vehicle is the noise coming?	Driver's side - rear.
How loud is the noise?	Moderate.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Welcome>

Please tell us how many miles are currently on your vehicle.	1700
Are you the primary driver of this vehicle?	Yes.

Overview>

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Seats>Seat Material>

Seat Material	Seat material concerns.
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Seats>Seat Material>Seat material concerns>

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate which seat has trouble with its material (check all that apply):	Not very supportive

Seats>Seat Material>Seat material concerns>	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Interior Trim/Storage/Windows>Operation and Functionality>	
Operation and Functionality	Sun Visor/Vanity Mirror is difficult to use.
Steering, Handling, and Ride>Noise and Vibration>	
Noise and Vibration	Abnormal noises coming from under vehicle.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG3CH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	03/16/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6023210412
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K069236028
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	217850209	Report Version	1	Open Date	10/18/2012
Close Date	10/18/2012	Narrative Date	10/19/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle.	1559
Are you the primary driver of this vehicle?	Yes.

No Concerns>

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Category Level

Selection	No Concerns.
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What Can We Do Better?>

What has Chrysler done right?	Ride, handling, convenience, feathures, and most importantly, fuel economy for a car this size and power.
Feedback/Concerns:	This is my 2nd Chrysler 300. I love this car and Consumer Reports confirmed my rsearch prior to this recent purchase.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG1CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	01/01/0001	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6030210512
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K031218233
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	219467827	Report Version	1	Open Date	10/31/2012
Close Date	11/14/2012	Narrative Date	11/15/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint:	<p>Body panels/doors misaligned/excessive gaps/poor fit.</p> <p>Exterior moldings/trim pieces loose/misaligned/falling off.</p> <p>Dents/dings were present on exterior body panels at delivery.</p> <p>Paint chip/scratch/other surface damage from outside influence present at delivery.</p> <p>Wheels were chipped/scratched/damaged at delivery.</p>
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Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Additional Comments:	This system is new and will take time to get used to but accidents could occur in the meantime.
Please describe conditions when this trouble occurs:	Hard to see which gear is in
Going into which position is the gear selector difficult to operate? (check all that apply):	The toggling shift is cumbersome. One must be extra careful that car is in proper position. I beloved car was In park and off with the brake on. Car could have nearly rolled forward.
Why is the gear selector difficult to operate?	Other (please describe).
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview>

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off>

Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):	<p>Driver door slightly lower and not aligned with trim</p> <p>Hood slightly lower than front wheel panel</p>
Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:	Exterior molding/trim is loose.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Vehicle Exterior>Lights>Fog/water/condensation in exterior light lenses>

Please describe conditions when this trouble occurs:	After car wash
Additional Comments:	Troubling to hear salesman just blowing off problem "it's just condensation"
Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):	<p>Condensation interior</p> <p>Condensation</p>
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Vehicle Exterior>Exterior Appearance/Paint:>Wheels were chipped/scratched/damaged at delivery>

Please indicate which wheels were damaged (check all that apply):	Appears that the clear coating on the rim has beginning stages of deteriorating
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Welcome>

Please tell us how many miles are currently on your vehicle.	1200
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Welcome>	
Are you the primary driver of this vehicle?	Yes.
Category Level	
Selection	Features/Controls/Displays. Vehicle Exterior. Interior Trim/Storage/Windows. Transmission and Drivetrain.
Vehicle Exterior>Exterior Appearance/Paint:>Dents/dings were present on exterior body panels at delivery>	
Please indicate which body panels had dents/dings present at delivery (check all that apply):	Paint not scratched off but apparent 3 inch contact with an object created a indentation Door ding a Above tire well
Vehicle Exterior>Exterior Appearance/Paint:>Paint chip/scratch/other surface damage from outside influence present at delivery>	
Please indicate which body panels had paint chip/scratch/other surface damage present at delivery (check all that apply):	Front lower passenger side Small paint chip on hood
Vehicle Exterior>Lights>	
Lights	Fog/water/condensation in exterior light lenses.
Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAGXCH	Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	05/02/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6113210501
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K118262753
Color	PBV	BLACKBERRY PEARL COAT					

Report Number		System Key	218799040	Report Version	1	Open Date	11/03/2012
Close Date	11/03/2012	Narrative Date	11/05/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle.				905			
Are you the primary driver of this vehicle?				Yes.			

Category Level							
Selection				Features/Controls/Displays.			
				Transmission and Drivetrain.			

Features/Controls/Displays>Displays and Instruments>							
Displays and Instruments				Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.			

Features/Controls/Displays>Displays and Instruments>Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use>							
Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):				With instrument panel always fully lit it is easy to forget to turn on the headlights.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				Going from Reverse to Drive on the 8 speed transmission is not consistent. Holding the selector back should bring it to drive but sometimes it only goes to neutral and sometimes it passes Drive to Low.			
Why is the gear selector difficult to operate?				Operation of gear selector is confusing/doesn't make sense.			
How often does this trouble occur?				Trouble occurs intermittently.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Overview>							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by phone or e-mail.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG2CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	02/28/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6052210942
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K052227306
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	218798964	Report Version	1	Open Date	11/04/2012
Close Date	11/04/2012	Narrative Date	11/05/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle. 3000

Are you the primary driver of this vehicle? Yes.

Category Level

Selection	Transmission and Drivetrain. Steering, Handling, and Ride. Engine. Brake System. Interior Climate Control.
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Brake System>Brake Operation>

Brake Operation	Brake pedal feels mushy/soft.
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Brake System>Emergency/Parking Brake>

Emergency/Parking Brake	Emergency/parking brake does not adequately hold vehicle. Emergency/parking brake is too loose.
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Brake System>Brake Operation>Brake pedal feels mushy/soft>

Trouble with brakes occurs while traveling at these speeds (check all that apply):	heavy traffic / sometimes you have to break quick; brakes takes its time to slow down
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Brake System>Emergency/Parking Brake>Emergency/parking brake does not adequately hold vehicle>

Where does the emergency/parking brake problem occur?	Will not hold vehicle on level ground.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	emergency brake doesn't work on flat or incline
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	emergency brake needs to be tightened

Brake System>Emergency/Parking Brake>Emergency/parking brake is too loose>

Please describe what feels loose (check all that apply):	when pushing the pedal down it sometimes springs back up / emergency brake should do just that (hold/ stop the car in place (flat or incline)
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Steering, Handling, and Ride>Steering and Handling>

Steering and Handling	Vehicle pulls noticeably to the left/right. Steering system/wheel has too much play, feels loose.
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Steering, Handling, and Ride>Noise and Vibration>

Noise and Vibration	Abnormal noises coming from steering system. Abnormal noises coming from under vehicle. Vehicle vibrates excessively while driving (not braking).
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Steering, Handling, and Ride>Tires>

Steering, Handling, and Ride>Tires>	
Tires	Tires show excessive or uneven tread wear. Tires make excessive road noise while driving.

Steering, Handling, and Ride>Steering and Handling>Vehicle pulls noticeably to the left/right>	
What direction does the vehicle pull when driving?	Both Left and Right - Varies with conditions.
Vehicle pull is:	Moderate.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions. Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Steering, Handling, and Ride>Steering and Handling>Steering system/wheel has too much play, feels loose>	
Trouble occurs while traveling at these speeds (check all that apply):	Medium speeds (26-45 MPH). High speeds (46 MPH and above).
Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions. Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Steering, Handling, and Ride>Noise and Vibration>Abnormal noises coming from steering system>	
How loud is the noise?	Severe.
Noise sounds like (Check all that apply):	when moving the steering wheel from left to right when moving the steering wheel from left to right
From what area is the noise coming?	Steering column.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	when turning the steering wheel from left to right or right to left
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Steering, Handling, and Ride>Noise and Vibration>Abnormal noises coming from under vehicle>	
How loud is the noise?	Severe.
Noise sounds like (Check all that apply):	sounds like old vehicle; the car is not silent when you start it. it takes 36sec for the car noise to subside to a moderate sound; this is while cold or hot/ this noise comes from the driver's front and the passenger's front; in addition it sounds like someone threw a nut under the hood Clicking. Ticking/tapping. Screeching.
From what area of the vehicle is the noise coming?	Driver's side - front.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	all the time
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	took it back to the dealer:IPAC (service Dept) / Service Mgr. said that is normal for all the 2012 Chargers to sound that way

Steering, Handling, and Ride>Noise and Vibration>Vehicle vibrates excessively while driving (not braking)>	
Vibration is:	Slight.
Trouble occurs while traveling at these speeds (check all that apply):	Medium speeds (26-45 MPH). High speeds (46 MPH and above).
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Steering, Handling, and Ride>Tires>Tires show excessive or uneven tread wear>	
Which tire is experiencing excessive or uneven tread wear? (check all that apply):	Driver's side front tire. Passenger's side front tire. Driver's side rear tire. Passenger's side rear tire.
Where does the excessive or uneven tread wear appear on the tire?	Random areas of excessive wear across tread surface (cupping).
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Steering, Handling, and Ride>Tires>Tires make excessive road noise while driving>	
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions. Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Climate Control>Operation and Performance>	
Operation and Performance	Heating, ventilation and air conditioning vents are broken/not working. Air conditioner never gets cold enough.

Interior Climate Control>Operation and Performance>Heating, ventilation and air conditioning vents are broken/not working>	
Please indicate which control is broken/not working properly (check all that apply):	can not control the temperature in the back Vents.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Climate Control>Operation and Performance>Air conditioner never gets cold enough>	
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):	Outside temperature over 100° F. Outside temperature over 90° F. Outside temperature over 80° F.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine>Engine Driveability (stumbles/hesitates/surges)>	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Engine>Engine Noise (abnormal)>	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.

Engine>Engine Fuel consumption>	
Engine Fuel consumption	Fuel consumption is worse than expected.

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>	
What best describes the engine drivability trouble? (check all that apply):	sometimes it a little slow to change gears from fast to slow ; in addition when going slow and you want to speed up some times it wont pick up speed
Engine trouble occurs (check all that apply):	at any given time at any give time
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	within the 1st few days I noticed the car was making noise when you start (cold) and then when the vehicle is (warm and hot)

Engine>Engine Noise (abnormal)>Engine makes abnormal/excessive noises>	
Engine noise sounds like (check all that apply):	maybe more like a rattle
Engine noise occurs while vehicle is (check all that apply):	very pronounce while at a drive thru, garage or even if you just roll the windows down
Engine noise occurs (check all that apply):	Within first 5 minutes after starting vehicle.
Engine noise occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours. Warm condition - after vehicle is off for 1 - 6 hours. Hot condition - after vehicle is off for less than 1 hour.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Transmission Noises>	
Transmission Noises	Transmission makes abnormal/excessive noises.

Transmission and Drivetrain>Transmission Noises>Transmission makes abnormal/excessive noises>	
Noise sounds like (Check all that apply):	when putting vehicle in gear you hear it click; in addition when the vehicle is on a slight incline it gets stuck in gear and clicks very loud when you finally get it into gear
Please indicate driving condition when noise occurs (check all that apply):	going from park to reverse; park to drive and so on

Transmission and Drivetrain>Transmission Noises>Transmission makes abnormal/excessive noises>

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):

Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.

Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.

Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90°.

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

At delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

Yes.

Where did you take your vehicle to have your trouble checked out? (check all that apply)

IPAC refused to allow me a chance to voice my concerns to Mr. Benson. Wes Skidmore told me, "we only sell cars here and we don't take them back" I have received the run around from [REDACTED] refused to return my phone call until a raised hell about speaking with Mr. Benson. I would NEVER refer IPAC to anyone and I will NEVER purchase another vehicle from IPAC

Was the trouble resolved to your satisfaction?

No.

Overall, how satisfied are you with the quality of your new vehicle?

Neither satisfied nor dissatisfied.

Would you recommend this vehicle to family or friends?

No.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns:

I would not refer IPAC to anyone; simple concerns pertaining to a new vehicle that was purchased was not handled properly. They are more concerned getting old vehicles off the lot than the customer. Once the vehicle is sold they could care less about what is wrong with the vehicle. They failed to advise the vehicle I purchased was purchased by someone else and the vehicle had to be returned for whatever reason; IPAC is under the consumption that I do not want my Charger. They are mistaken. I Love my car...I just want my NEW car to run NEW & NOT OLD.

What has Chrysler done right?

good salesman Rob Sumpter

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you.

[REDACTED] customer service vehicle noises (under the hood and steering wheel)

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG3DH5	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	11/03/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6300210940
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M258298673
Color	PX8	GLOSS BLACK					

Report Number		System Key	222000004	Report Version	1	Open Date	12/28/2012
Close Date	12/28/2012	Narrative Date	12/31/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

Have you experienced any issues with your new vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Vehicle Exterior.
Transmission and Drivetrain.

Vehicle Exterior>Lights>

Lights Front headlights/parking lights/fog lights/turn signal lights inopera ive.

Vehicle Exterior>Lights>Front headlights/parking lights/fog lights/turn signal lights inoperative>

Please indicate which front lights were inoperative (check all that apply): Headlamp LED lightd and amber driving light not working
How often does this trouble occur? Trouble occurs regularly.
Please describe conditions when this trouble occurs: when car is running
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Additional Comments: Noticed lights not working when pulling up to a store front with windows and saw reflection of car. Light has been repaired.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply): Shifting from park to drive doesnt always shift the first time. Not always a positive shift from gear to gear like a regular shifter with with a dedicated place for the shifter position for each gear.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.
Have you taken the vehicle to a dealer to have your trouble corrected? Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply) Picked up at Marshalling Center and took to dealer to have headlight repaired. Still trying to get used to the shifter.
Was the trouble resolved to your satisfaction? Yes.
Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.
Would you recommend this vehicle to family or friends? Yes.
Please explain further about your choice to recommend your vehicle: The 300 is an excellent car. Very well built, quiet and smooth ride, fit and finish very well executed. By far the best car I have ever owned.
If our team has any additional questions about your responses, would you accept further contact? Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

What has Chrysler done right? Chrysler has come a long way since Fiat has come to help us out. Very pleased with the way the company is headed now. Focus is on quality instead of trying to cut corners to save a penny as in past owners.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	4.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	4.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

The only thing I have a problem with is the shifting from gear to gear. I dont get the positive feeling that the car is in the gear I am shifting to. Im sure it is just a matter of getting used to.

About You>

Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Jeep.
	Liberty.
Primary vehicle in your household:	Jeep.
	Wrangler.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<div></div>
Please indicate your highest education level	<div></div> .
What is your current marital status?	<div></div>
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	<div></div> .
What price did you pay for your vehicle?	Cooperate lease
What year were you born?	<div></div>

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG5DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	10/27/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6291210956
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M258298462
Color	PX8	GLOSS BLACK					

Report Number		System Key	222269258	Report Version	1	Open Date	01/03/2013
Close Date	01/03/2013	Narrative Date	01/04/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Have you experienced any issues with your new vehicle? No.

Are you the primary driver of this vehicle? Yes.

Please tell us how many miles are currently on your vehicle: 3,000-4,999.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

No Concerns>

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply): No need to take to dealer at this time.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? No.

Overall, how satisfied are you with the quality of your new vehicle? Satisfied.

Please explain further about your choice to recommend your vehicle: So far so good. I like the ride and the good gas mileage.

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Integration with phones	4.
Exterior design and appearance (overall impression)	5.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	4.
Seat adjustment and comfort	5.
Safety and visibility while driving	4.
Engine exhaust sound	5.
Difficult driving conditions (adverse weather, off-road)	4.
How do you feel about the durability of your new vehicle?	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with media players	3.
Appearance of exterior paint	5.
Wheels, rims, and tires appearance and styling	4.
Head/leg/foot room	4.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	3.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
What is your attitude overall towards your new car?	4.
Ease of using system displays while driving	4.
Support for popular music/video formats	3.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Interior noise level while driving	4.
Location and usefulness of interior lighting	4.
Engine sound	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	4.
Is there anything about your new vehicle you would like to see changed?	yes, woodgrain panels, shifting into gear should be made easier
Clarity of sound	4.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Navigation system route accuracy	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Headlight illumination/performance during night-time driving	2.
Ease of getting into and out of vehicle	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine performance during acceleration	5.
Fuel economy and driving range	4.
Steering and handling (responsiveness, stability)	4.
What are your favorite parts of your new vehicle?	Styling/ fuel economy, seating, sunglass holders

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Like the overall look of the car, nice grille and stylish looks from all sides.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	Veru roomy and comfortable with plenty of space for 5 adults
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Prboably the gas mileage, which is great for a full size car like this.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Engine is peppy yet very quiet while accelerating

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The one thing I don't like about the car is the way it shifts into drive from park and vice versa.. It is not a smooth transition, you really have to pay attention to make sure its in gear. Many times I think I am in park and its in neutral or something else. it just seems to difficult for something that should be easy and smooth.
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About You>

Please tell us about the vehicle you replaced (if applicable)	2005. New Explorer. Ford.
Primary vehicle you were considering:	2005. new CTS-V. Cadillac.
Secondary vehicle you were considering:	2007. new MKX. Lincoln.
Primary vehicle in your household:	Ford. Explorer.
What year were you born?	████
Please indicate your ethnicity	████████
Did you purchase or lease your vehicle?	Lease.
Which of the following best describes the area you live in?	Suburban.
Please indicate your highest education level	4 year college degree.
What is your total household income (before taxes)?	More than \$200,000.
Is this your first new vehicle ever purchased / leased?	No.
Please indicate your gender	████
How may children 17 or under live in your household?	0.
What price did you pay for your vehicle?	39k
What is your primary language?	English.
What is your current marital status?	██████████

What Can We Do Better?>

What has Chrysler done right?	I like the style of the car, and the ride is very smooth. I like the seats as well. The computer seems to work well so far, and I like the built in remote start.
Feedback/Concerns:	I am dissapointed here is not a 6 CD changer in he vehicle, I expected that there would be. It would have also liked woodgrain panesl instead of the black wi h the tan leather.

Customer Complaint Report

VIN	2C3CDXH5DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	08/22/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6224210848
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K211214129
Color	PX8	PITCH BLACK					

Report Number		System Key	222655347	Report Version	1	Open Date	01/09/2013
Close Date	01/09/2013	Narrative Date	01/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			
Have you experienced any issues with your new vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Transmission and Drivetrain.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				It isnt the end of the world and I actually like the shifter, but it takes patience and some familiarity to operate it. Mostly going from drive or sport mode into park.			
Why is the gear selector difficult to operate?				Operation of gear selector is confusing/doesn't make sense.			
How often does this trouble occur?				Trouble occurs intermittently.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				This small hindrance was noticed during the test drive, but was quickly overlooked after considering the many other high quality features of the vehicle.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
Please explain further about your choice to recommend your vehicle:				The bottom line for me was the wow factor of the vehicle. I am a yr old Father of 3 growing boys (ages) and it has been a dream come true to own a Family Car as cool and economical as my Charger. My only regret is not buying the Hemi version, but thats more of my Mid-Life Crisis talking than anything else.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by e-mail only.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

What Can We Do Better?>							
Feedback/Concerns:				Ini ial fuel mileage explanation so it doesn't feel misleading after a vehicle purchase.			
What has Chrysler done right?				Cool Factor of all your Dodge Vehicles.			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>							
Overall audio, entertainment, and navigation system impression				5.			
Clarity of sound				5.			
Ease of using system displays while driving				5.			
Integration with phones				5.			
Integration with media players				5.			
Navigation system route accuracy				4.			

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	3.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	4.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	2.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	U-Connect w/ Beats Audio, AMAZING sounds quality. I also really like the heated and vented Leather seating surfaces, VERY comfortable.
Is there anything about your new vehicle you would like to see changed?	Would have loved to have a manual transmission option. (stick w/ clutch) The paddle shifters seemed cool at first, but I hardly ever use them really.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The blacktop edition is a great package. I went to the dsalership in the market for a Challenger, but drove away with the Blacktop Charger after seeing it.
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About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$35k after tax, title, and license.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	used HUMMER. H3. 2006.
Primary vehicle you were considering:	New Ford. Fusion.
Secondary vehicle you were considering:	New Toyota. Camry.
Primary vehicle in your household:	used Chevrolet. Suburban.
Secondary vehicle in your household:	New Dodge. Charger.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Consumer Reports. Blogs (e.g., Truth About Cars).
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<div></div>
What year were you born?	1 <div></div>

About You>

Please indicate your highest education level	High school degree / GED.
What is your current marital status?	
How may children 17 or under live in your household?	
Please indicate your ethnicity	.
What is your total household income (before taxes)?	\$100,000 - \$124,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG8DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	11/24/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6319210780
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M289297053
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	222655383	Report Version	1	Open Date	01/09/2013
Close Date	01/09/2013	Narrative Date	01/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

Have you experienced any issues with your new vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight

Vehicle Exterior.
Transmission and Drivetrain.
Engine.

Vehicle Exterior>Front Doors>

Front Doors Door handle/latch works, but is difficult to operate.

Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint: Paint blemish/dirt in paint/foreign material under surface.

Vehicle Exterior>Exterior Appearance/Paint:>Paint blemish/dirt in paint/foreign material under surface>

To the best of your recollection, the trouble was first noticed: At delivery.

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Please indicate the location of the paint issue (check all that apply): Drivers side

Additional Comments: Dealer fixing

Vehicle Exterior>Front Doors>Door handle/latch works, but is difficult to operate>

Why is the door handle/latch difficult to operate? (check all that apply): Requires too much effort/force to operate.

How often does this trouble occur? Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed: At delivery.

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Please indicate which door has a handle/latch that is difficult to operate (check all that apply): Interior latch hard pull to open, door sometimes requires additional force to close

Please describe conditions when this trouble occurs: getting out and closing

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission Gear selector is difficult to operate (auto. trans.).

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken the vehicle to a dealer to have your trouble corrected? Yes.

Where did you take your vehicle to have your trouble checked out? (check all that apply) Took to the dealer I purchased my vehicle from.

Was the trouble resolved to your satisfaction? Yes.

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Would you recommend this vehicle to family or friends? Yes.

Please explain further about your choice to recommend your vehicle: First Dodge, been a Chev driver for 40 years

If our team has any additional questions about your responses, would you accept further contact? Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Engine>Engine Noise (abnormal)>

Engine Noise (abnormal) Engine makes abnormal/excessive noises.

Engine>Engine Noise (abnormal)>Engine makes abnormal/excessive noises>	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine noise sounds like (check all that apply):	At first start and about for 2 miles, if it were an older car I would say a tappit needs adjusting
Engine noise occurs while vehicle is (check all that apply):	Accelerating.
Engine noise occurs (check all that apply):	Within first 5 minutes after starting vehicle.
Engine noise occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	at start
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D).
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Must pull into drive 1-4 times
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

What Can We Do Better?>	
Feedback/Concerns:	Quite concerned that no loaner car is made available without an argument for a factory paint problem received and detailed by dealer.
What has Chrysler done right?	AWD

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	2.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	3.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	3.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	3.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

What are your favorite parts of your new vehicle? awd

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share. lines cool, doesn't look like a vitamin capsule

You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share. great turning radius for size

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share. Owner fought for me to get beigh cloth seats vs black.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations. Chicks like it but I'm married.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations. lack of badges. If you don't go to the rear you don't know its a charger

About You>

Did you purchase or lease your vehicle? Purchase.

What price did you pay for your vehicle? 31000

Is this your first new vehicle ever purchased / leased? No.

Please tell us about the vehicle you replaced (if applicable) new

Chevrolet.

Malibu.

2007.

Primary vehicle in your household: new

Audi.

A4.

2007.

Which of the following best describes the area you live in? Suburban.

What is your primary language? English.

Please indicate your gender .

What year were you born?

Please indicate your highest education level 4 year college degree.

What is your current marital status?

How may children 17 or under live in your household? 0.

Please indicate your ethnicity

What is your total household income (before taxes)? \$80,000 - \$99,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG7CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	05/24/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6135210460
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K131269299
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	222655427	Report Version	1	Open Date	01/09/2013
Close Date	01/09/2013	Narrative Date	01/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

Have you experienced any issues with your new vehicle? No.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply): I will go when it is time for my first oil change.

Please explain further about your choice to recommend your vehicle: My Chrysler 300S is the best car I have ever owned. I have been telling everyone I know about it. It is so technologically advanced and rides so smooth and quiet while getting great gas mileage. Very comfortable car.

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns: One small thing I would recommend is to make a back up camera standard equipment on the 300. It is such a large car and being a luxury car, that is one option it should always have to compete with other brands.

What has Chrysler done right? I was so impressed and surprised at how far Chrysler has come in the last couple of years. I was shopping for Cadillac, BMW and Volvo when I happened to come across the Chrysler 300. I had never even considered it before. I had a very knowledgeable salesman who went on about the technology of the engine and 8 speed transmission, etc, etc. I bought the car on the spot and have loved it ever since. Much better then the Cadillac CTS, BMW 328i, and Volvo S60 at a much better price. I feel like this is a car company for the future, not just trying to keep up with the rest.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	4.
Ease of using system displays while driving	3.
Integration with phones	5.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	4.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	4.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	3.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	The smoo h quiet ride, the fuel economy, the most comfortable seats I ever sat in, UConnect is amazing, beautiful styling
Is there anything about your new vehicle you would like to see changed?	I love the 8 speed transmission but it is taking me a while to get used to the shifter. It is really like a toggle switch and it is tricky getting it into reverse.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	The big touch screen is so easy to use and to see while driving. Works great with my cell phone. And the navigation has been pretty accurate. I am still learning all the stereo features.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	This bluetooth system works seamlessly.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The 300 is such an impressive looking car. The styling puts it on par with German cars that have a much higher price tag. I especially like the 20" wheels on mine along with the LED driving lights. The gigantic sunroof is amazing. This car stands out in a crowd.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	My car is Deep Cherry Red Crystal Pealcoat and really sparkles in the sun light! Friends have made a point to comment on the beautiful paint compared to other car brands.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Very unique and pronounced grille, makes you know it's a Chrysler the minute you see it. No one will confuse this with any other car. I like that. The new headlights are beautiful, very very high end. Just the right amount of chrome on the front of the car.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	For being a large car, it has great proportions. The car looks very substantial and solid. I like that the sides of the car are clean without a lot of lines and swoopy creases. The long hood and shorter trunk give it a little sporty look.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	I like that the rear bumper has been integrated into the trunk and taillights better than the previous model. Taillights look very high quality, and just the right amount of chrome trim. The chrysler logo really stands out nice on the trunk lid. Back up camera is amazing, works great.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	I have the 300S that comes with the 20" wheels. I have never had so many compliments from friends and family before. They all love the wheel size and design. I think they really suit the overall styling of the car and the size of the car. They look sporty and elegant at the same time.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	These are without a doubt the most comfortable seats I have ever had in an automobile. I am [REDACTED] with long legs. I was immediately comfortable behind the wheel. Plenty of room for my legs and great support on my back. The controls are simple to use and I can't wait to take this car on a long driving trip. Very eash to get in and out as well. One of the things hat really sold me on buying this car was the interior design. My 300S has the piano black accents and carbon fiber accents. This looks so modern and elegant and sporty. A beautiful combination of textures and finishes. Very upscale. I like this so much better han the wood and silver finishes of the other 300 models. And the french stictching on the seats also looks very expensive. The texture of the upper dash and door panels is a higher quality then what I saw in Cadillac CTS and BMW 328i. And the interior is so quiet, very well put together, very high quality throughout. Great room and comfort, I love the push button start. The way the instruments light up looks like a million dollars!
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Great storage in this car. Huge trunk, I love that the seat back fold down. Big center console and glove compartment. Very roomy.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Plenty of leg and head room.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	I love the more upright seating position. Very easy to get in and and step out.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	I am very impressed with the quietness of this car. It feels so solid and well built.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	The BEST seats ever. And without a million switches to control them. Very easy to find the perfect seating postion. Every car manufacturer should have seats like these.
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	I have the manual steering wheel controls. They work perfectly and are very easy to use. Can't imagine why anyone would need the power controls.
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	The interior lighting is so well thought out. More lights than I could ever use, but I am glad they are there when I need them.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	Great visibility all around. I love the command seating position. Much easier to see out the back and side windows than the Cadillac CTS. Easy to change lanes.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Just press the auto button and you are done. And so easy to touch the arrows up or down to adjust if needed. I appreciate the touch screen controls as well as the knobs and buttons. It all works great.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	I have the Pentastar V6 with the 8 speed transmission. Great power when in sport mode. The paddle shifters are a lot of fun. And I easily get 32 mpg on the highway going 70-75.
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	Very quiet engine exhaust, I like that.
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	This 8 speed transmission is amazing. Very smooth and effortless.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I am getting 32 mpg highway and 21 mpg city
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	Brakes feel strong and solid, good pedal feel.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	The ride quality really sold me on this car. So smooth and quiet. I feel like I am floating down the road. And still handles well when turning. Smooths out all the bumps in the road.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Handles well when taking sharp turns or quick lane changes.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	This car seems very well put together, solid, feels like QUALITY. I am planning on keeping this car for a long time and feel like it will hold up great.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	This 300S is probably the best car I have ever owned. And I have had Lincolns, Buicks and Jaguars in the past. I am so glad I made his purchase and I honestly look forward to every time I have to drive somewhere. Thanks Chrysler!
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The 8 speed transmission is an industry leader. The overall smooth ride and quiet interior is not at all like other Chryslers I have owned in he past. And just the overall quality and attention to detail on this car has definitely exceeded my expectations of Chrysler.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The only negative thing I can hink of is that the headlights fog up inside. You can see condensation along the bottom of both headlights. The dealer told me this is normal.

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$32,000.00
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Used Saab. 9-5.
Primary vehicle you were considering:	New Volvo. S60.
Secondary vehicle you were considering:	New Cadillac. CTS.
Primary vehicle in your household:	New Chrysler.
Secondary vehicle in your household:	Used Chevrolet. Corvette. 2001.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Kelley Blue Book. Edmunds.

About You>

Which of the following best describes the area you live in?

JD Power Reports.

What is your primary language?

Urban.

Please indicate your gender

English.

What year were you born?

█ .

Please indicate your highest education level

1█

What is your current marital status?

Graduate degree.

How may children 17 or under live in your household?

█ .

Please indicate your ethnicity

0.

What is your total household income (before taxes)?

█

\$40,000 - \$59,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG3CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	05/01/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6107210394
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K117261646
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	222655659	Report Version	1	Open Date	01/09/2013
Close Date	01/09/2013	Narrative Date	01/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle: 7,000-9,000.

Are you the primary driver of this vehicle? Yes.

Have you experienced any issues with your new vehicle? No.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply): Have not taken my vehicle to any dealer since taking delivery.

Overall, how satisfied are you with the quality of your new vehicle? Neither satisfied nor dissatisfied.

Please explain further about your choice to recommend your vehicle: I like the car. Quality is better but still needs work on attention to detail. Wea herstripping around door trim was not seated properly. Armrest black leatherette on doors, headrest, and center console feel cheap and low grade. The steering boot on the fire wall makes a faint noise. A lot of interesting noises actually. I heard water flowing out of the heater core after I had the heat on. It works with no problems so far. I really do like the car very beautiful I just have my reservations on the quality.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns: Great car I like the v6 and 8 speed tranny especially in sport mode. Gas consumption is good but not great. I average about 27 mpg. I would like to put an after market exhaust to see if that would improve hp and mpg. I still question quality. Disappointed in quality of non leather surfaces.

What has Chrysler done right? Design and ergonomics I like. The s fits my personality I would of loved to have actual carbon fiber trim like the srt's

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	4.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Interior noise level while driving	5.
Seat adjustment and comfort	4.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	4.
Engine sound	2.
Engine exhaust sound	2.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Difficult driving conditions (adverse weather, off-road)	4.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	I like the white stitching and S on my seats and dash. Beats by dr dre is very nice. I like the rims and overall styling
Is there anything about your new vehicle you would like to see changed?	Use leather throughout not just seats. Better exhaust and engine note

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Clear crisp sound is nice
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Easy to use
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Easy to use
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Garmin. Easy to use
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	I like the headlights but often I get flashed because other drivers think I have the high beams on
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	The car makes interesting mechanical noises
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The mechanical noises are interesting. I hear the power steering pump the fan and the actual turning of the steering wheel. Use leather and actual carbon fiber trim. Bring the quality up to compete with Lincoln caddy Mercedes and Audi. We bought the jeep grand Cherokee overland instead of a range rover or Audi because we liked the look features and the unexpected quality. We put magma flow exhaust on and love our jeep especially with improved throttle response hp and mpg gain

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	35000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Used Volkswagen. Jetta.
Primary vehicle you were considering:	New Lincoln.
Secondary vehicle you were considering:	New Audi. A6.
Primary vehicle in your household:	New 2012 Jeep. Cherokee.
Secondary vehicle in your household:	Used 1969 Chevrolet. Corvette.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female
What year were you born?	<input type="text"/>
Please indicate your highest education level	Graduate degree.

About You>

What is your current marital status?

[REDACTED] d.

How many children 17 or under live in your household?

1

Please indicate your ethnicity

[REDACTED]

What is your total household income (before taxes)?

\$100,000 - \$124,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG6CH	Model Year	2012	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	12/15/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6337110996
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M270141291
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	222951576	Report Version	1	Open Date	01/11/2013
Close Date	01/11/2013	Narrative Date	01/15/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			
Have you experienced any issues with your new vehicle?				No.			

No Concerns>							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):				Have not taken my vehicle to any dealer since taking delivery.			
Please explain further about your choice to recommend your vehicle:				Love it so far.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

What Can We Do Better?>							
What has Chrysler done right?				Spruced up the interior. I love the LED taillight and two-toned leather seats.			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>							
Overall audio, entertainment, and navigation system impression				4.			
Clarity of sound				4.			
Ease of using system displays while driving				4.			
Integration with phones				5.			
Integration with media players				4.			
Navigation system route accuracy				3.			
Support for popular music/video formats				4.			
Exterior design and appearance (overall impression)				5.			
Appearance of exterior paint				5.			
Front view styling (front fascia, hood, grille, headlight area)				5.			
Side/profile view styling (driver's side or passenger's side exterior area)				5.			
Rear view styling (rear fascia, bumper)				5.			
Wheels, rims, and tires appearance and styling				5.			
Headlight illumination/performance during night-time driving				5.			
Interior comfort, design and appearance of interior (overall impression)				5.			
Vehicle storage and space usage				4.			
Head/leg/foot room				5.			
Ease of getting into and out of vehicle				5.			
Interior noise level while driving				4.			
Seat adjustment and comfort				5.			
Steering wheel adjustment				5.			
Operating controls while driving (gear selector, turn signals, horn, etc.)				5.			
Location and usefulness of interior lighting				5.			
Safety and visibility while driving				4.			
Climate control operation (function and ease of use)				5.			
Engine performance during acceleration				5.			
Engine sound				5.			

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Interior design and taillight
Is there anything about your new vehicle you would like to see changed?	Wish I had navigation

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Love the bluetooth.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Love the look of the 2012 Charger..continuous taillight and spoiler.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I love my new Charger. Wish the interior was a little quieter, with less road noise. My car is equipped with a back up camera. However, there is no navigation package. I wish there was.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The ride could be smoother, with less road noise. I suspect this has to do with the type of tires. Wish I had navigation.
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About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	30,500
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New
	Hyundai.
	Santa Fe.
	2007.
Primary vehicle you were considering:	Ford.
	Fusion.
Secondary vehicle you were considering:	Hyundai.
Primary vehicle in your household:	Hyundai.
	Santa Fe.
Secondary vehicle in your household:	Pontiac.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Consumer Reports.
	Edmunds.
	JD Power Reports.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	4 year college degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/>

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCASG3DH	Model Year	2013	Body	LXFR48	CHRYSLER 300C LUXURY SERIES FOUR DOOR SEDAN	
Built Date	11/20/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6300211017
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M286296516
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	222951868	Report Version	1	Open Date	01/12/2013
Close Date	01/12/2013	Narrative Date	01/15/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.
Have you experienced any issues with your new vehicle?	No.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns:	The chrome trim ring on the face of the steering wheel does not heat up at the same rate as the rest of the wheel. Feels cold for an extended period of time when using the heated wheel feature.
What has Chrysler done right?	Great powertrain. Smooth transmission. Easy to work the controls on the screen.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	3.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Engine sound	3.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Difficult driving conditions (adverse weather, off-road)	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	engine/transmission.
Is there anything about your new vehicle you would like to see changed?	The electronic shifter is difficult to get used to. Improvements in the switch detents are required. Think about making the detents adapt/change when in certain gears. eg: in park, make the park to reverse detent stronger to prevent moving past reverse into drive.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	Easy to load your tunes on the media drive and access content.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The vehicle gives the impression of a luxury performance vehicle
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	I like the Jazz blue color
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	The LED headlight surrounding pattern looks cool at night
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	The larger size wheels on the vehicle give it a more aggressive stance
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Lighting works well during night time driving.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	I'm not too tall, [REDACTED] but have shorter legs. It's easy to move the seat and wheel to get comfortable. Memory settings are a bonus when my wife and I switch cars.
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	I like the wheel adjustments. I can get it into a position so I can see the gauges well.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	The powertrain is very responsive and smooth. I do notice a bit of valvetrain noise during cold starts though.
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	The 8 speed transmission works well and does not hunt for gears during normal driving.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Overall first impressions are good. I like the lighter beige/brown interior, but the floor mats seem to show dirt very easily. I'm hoping that they wash well.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	1) Chrome ring stays cold during heated steering wheel use. 2) Valvetrain noise on cold starts is unexpected. 3) Floor mats show the dirt very easily.
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About You>

Did you purchase or lease your vehicle?	Lease.
What price did you pay for your vehicle?	Part of the Chrysler PE plan
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New Jeep. Wrangler.
Primary vehicle you were considering:	New Jeep. Grand Cherokee.
Secondary vehicle you were considering:	New Chrysler. Town & Country.
Primary vehicle in your household:	New Chrysler. Town & Country.
Secondary vehicle in your household:	new Chrysler. Suburban.
Which of the following best describes the area you live in?	English.
What is your primary language?	[REDACTED]
Please indicate your gender	[REDACTED]
What year were you born?	[REDACTED]

About You>

Please indicate your highest education level	Graduate degree.
What is your current marital status?	<div></div>
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	<div></div> .
What is your total household income (before taxes)?	\$150,000 - \$199,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG7CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	09/14/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6238111366
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K188135494
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	222951498	Report Version	1	Open Date	01/13/2013
Close Date	01/13/2013	Narrative Date	01/15/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Have you experienced any issues with your new vehicle?	No.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	The detailing staff was out for the day when I bought the car; I brought it in the next week to be detailed.
Please explain further about your choice to recommend your vehicle:	I've been quite happy with the car.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	3.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Seat adjustment and comfort	4.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	3.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	5.
Engine sound	4.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	3.
Brake responsiveness/effort	5.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.
Is there anything about your new vehicle you would like to see changed?	The gear shifter takes some getting used to.

About You>

Did you purchase or lease your vehicle?	Purchase.
Is this your first new vehicle ever purchased / leased?	Yes.
Please tell us about the vehicle you replaced (if applicable)	Used Toyota. Yaris. 2007.
Primary vehicle you were considering:	New Volkswagen. Passat.
Primary vehicle in your household:	New Dodge. Charger.
Secondary vehicle in your household:	Used Dodge. Ram 1500. 1997.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Kelley Blue Book.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	1 <input type="checkbox"/>
Please indicate your highest education level	4 year college degree.
What is your current marital status?	<input type="checkbox"/> .
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	\$40,000 - \$59,999.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CDXHGXDH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	09/15/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6250210748
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K210213868
Color	PWD	IVORY 3 COAT					

Report Number		System Key	224595370	Report Version	1	Open Date	02/10/2013
Close Date	02/10/2013	Narrative Date	02/11/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight

Features/Controls/Displays.
Interior Climate Control.
Engine.
Vehicle Exterior.
Transmission and Drivetrain.

Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint: Wheels were chipped/scratched/damaged at delivery.

Vehicle Exterior>Exterior Appearance/Paint:>Wheels were chipped/scratched/damaged at delivery>

Please indicate which wheels were damaged (check all that apply):

Driver's side front wheel.
Passenger's side front wheel.
Driver's side rear wheel.
Passenger's side rear wheel.

Additional Comments: The following comments apply to all wheels: Some scratches & chips, several places where some type of adhesive residue is left on top of coating hat is very difficult to remove

Engine>Engine Driveability (stumbles/hesitates/surges)>

Engine Driveability (stumbles/hesitates/surges) Engine stumbles/hesitates/surges.

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>

What type of fuel do you most often put into your vehicle? Regular gasoline.

What best describes the engine drivability trouble? (check all that apply):

Occurs on hard acceleration from low speeds. Vehicle engine spooed at 40 MPH is approximately 1000 rpm and seems to be lugging; stumble occurs when accelerating from this speed range

The inability to control the gear at any time is a problem. Trying to use the engine to control down hill speed is a real problem! Transmission (8 speed) continues to downshift regardless of engine speed! on one occasion, downshifting continued automatically and engine redline was exceeded. i am concerned that some engine damage may have occurred that will surface at a later time.

How often does this trouble occur? Trouble occurs regularly.

Please describe conditions when this trouble occurs: Using engine to control down hill speed by shifing into "L".

To the best of your recollection, the trouble was first noticed: At delivery.

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Additional Comments: Transmission control lever is irregular in its operation. Sometimes will only shift to reverse from park, other times will shift to all other positions from park. Same thing happens when shifing into park from other positions.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):

See prior comments under engine driveability.
See prior comments under engine driveability.
Other (please describe).

Why is the gear selector difficult to operate? Trouble occurs regularly.

How often does this trouble occur? no control of which gear transmission will change to when lever is operated.

Please describe conditions when this trouble occurs: At delivery.

To the best of your recollection, the trouble was first noticed:

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Additional Comments:

Vehicle now has approximately 2700 miles at this time. starting to no ice a slight impact or "clunk" when vehicle is put into forward or reverse.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

No.

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

Would you recommend this vehicle to family or friends?

Yes.

Please explain further about your choice to recommend your vehicle:

i have had several Dodge vehicles in the past and find that their quality is generally acceptable in nature and generally trouble free. Any problems experienced with the initial operation, as I am experiencing now, are usually corrected at the first visit to the dealership for service.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Yes.

The Smartphone Application format is easy to understand and use

4 (agree).

Information in the Smartphone Application is easy to find and access

4 (agree).

Smartphone Application covers the necessary features

4 (agree).

Please rate your overall level of satisfaction with the Smartphone Application

4 (satisfied).

Please provide feedback on how Chrysler can improve the Smartphone Application

No comments.

What information did you need that was not included in the Smartphone Application?

No comments

Which feature or section of the Smartphone Application did you find most helpful and why?

All sections are helpful.

Which feature or section of the Smartphone Application did you find least helpful and why?

All sections are helpful.

What Can We Do Better?>

Feedback/Concerns:

No Comments

What has Chrysler done right?

Constantly trying to improve the product.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you.

1) Transmission and control lever. 2) 8" display controls and operation. 3) Front door hinge mechanism. Cell phone: [REDACTED]

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Overall audio, entertainment, and navigation system impression

4.

Clarity of sound

4.

Ease of using system displays while driving

4.

Integration with phones

4.

Integration with media players

4.

Support for popular music/video formats

4.

Exterior design and appearance (overall impression)

4.

Appearance of exterior paint

4.

Front view styling (front fascia, hood, grille, headlight area)

4.

Side/profile view styling (driver's side or passenger's side exterior area)

4.

Rear view styling (rear fascia, bumper)

4.

Wheels, rims, and tires appearance and styling

3.

Headlight illumination/performance during night-time driving

4.

Interior comfort, design and appearance of interior (overall impression)

4.

Vehicle storage and space usage

4.

Head/leg/foot room

4.

Ease of getting into and out of vehicle

4.

Interior noise level while driving

4.

Seat adjustment and comfort

4.

Steering wheel adjustment

4.

Operating controls while driving (gear selector, turn signals, horn, etc.)

2.

Location and usefulness of interior lighting

4.

Safety and visibility while driving

4.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Climate control operation (function and ease of use)	2.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	8" display feature
Is there anything about your new vehicle you would like to see changed?	Automatic control of transmission gear selection (8 speed transmission).

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Quickest purchasing experience I have ever encountered. Honest, down to earth experience.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Nothing "far exceeded" my expectations. I expect a lot from Dodge.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Control of the transmission.

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$26,700
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New Dodge. Charger. 2007.
Primary vehicle you were considering:	new Hyundai. Azera.
Primary vehicle in your household:	2013. NEW Hyundai. Elantra. 2013.
Secondary vehicle in your household:	NEW Chevrolet. Tahoe. 2009.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/> .
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	More than \$200,000.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG1DH5	Model Year	2013	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	11/06/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6305211075
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M259298941
Color	PX8	GLOSS BLACK					

Report Number		System Key	224492619	Report Version	2	Open Date	01/29/2013
Close Date	02/05/2013	Narrative Date	02/13/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Would you recommend this vehicle to family or friends?	No.
Please explain further about your choice to recommend your vehicle:	I feel stupid sitting in traffic holding up parking

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard>

How often does this trouble occur?	Trouble occurs intermittently.
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Other>

How often does this trouble occur?	Trouble occurs intermittently.
Please describe the other trouble you experienced:	My gear shift will at times lock up on me when shifting from D to R

Welcome>

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
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What Can We Do Better?>

What has Chrysler done right?	features are great
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Contact Me>

To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG4DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	08/03/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6201210883
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K185298889
Color	PWD	IVORY 3 COAT					

Report Number		System Key	224493165	Report Version	2	Open Date	02/06/2013
Close Date	02/06/2013	Narrative Date	02/13/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Transmission gear change performance (smoothness)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Engine performance during acceleration	4.
Fuel economy and driving range	4.
Head/leg/foot room	4.
Seat adjustment and comfort	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.

About You>

Secondary vehicle you were considering:	Fusion Hybrid.
Please indicate your highest education level	PhD.
Please indicate your ethnicity	
Is this your first new vehicle ever purchased / leased?	No.
What is your current marital status?	

Overview

Was the trouble resolved to your satisfaction?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Continuous Quality Insight

Continuous Quality Insight	Features/Controls/Displays.
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Welcome>

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
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Features/Controls/Displays>Features and Controls>

Features and Controls	Wipers and washers.
	Interior lights.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH7CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	01/03/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6351110882
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K327194022
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	225654185	Report Version	2	Open Date	02/25/2013
Close Date	02/26/2013	Narrative Date	02/28/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>							
Please tell us how many miles are currently on your vehicle:				More than 10,000.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				No Concerns.			

No Concerns>							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):				I pulled the manual transmission lever and could not reset it...			
Please explain further about your choice to recommend your vehicle:				I cannot say enough good things about this car.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

What Can We Do Better?>							
Feedback/Concerns:				The breaks need to be bigger/better the car is too big of a beast for such small breaks... I would love to see that v6 with a supercharger			
What has Chrysler done right?				The look of the car is magnificent... I love the lines of the car... It is a true American car. I love the size. I love how spacious it is. I have no idea how long the interior will hold up but I love the simplicity of the interior coupled with the sportiness of the interior. The v6 is a winner. I drove it from McAllen, TX to Charleston, SC and got 34 mpg and I was impressed and thrilled. The car is smooth and quiet and feels fast and sporty. I love that it is a rear wheel drive. I love everything about the car. I loved the price of the car. It is equipped with all the comforts that one could want in a car. I love the "key in the pocket," feature. I love satellite radio and the whole package for the price is outstanding. I've had nice cars (BMW, Cadillac, Corvette and Acura among o hers, but I think I've enjoyed this car the most. There is so much more... Keep up the good work.			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				Yes.			
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.				I'd like to tell you what is great about the car and a couple of things that require improvement.			

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>							
Overall audio, entertainment, and navigation system impression				5.			
Clarity of sound				5.			
Ease of using system displays while driving				5.			
Integration with phones				5.			
Integration with media players				5.			
Navigation system route accuracy				5.			
Support for popular music/video formats				5.			
Exterior design and appearance (overall impression)				5.			
Appearance of exterior paint				5.			
Front view styling (front fascia, hood, grille, headlight area)				5.			
Side/profile view styling (driver's side or passenger's side exterior area)				5.			
Rear view styling (rear fascia, bumper)				5.			
Wheels, rims, and tires appearance and styling				4.			

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	4.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	The looks
Is there anything about your new vehicle you would like to see changed?	It should come with better breaks

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	It is just a really cool at to look at and own
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	The rear light looks killer... It is the best looking, most original look ever
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I've gotten up to 36 mph on that car. For being so sporty, I think that's rather exceptional
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	There is a little too much body roll on the car and I would really like to see that issue addressed
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I love the gas milage and the smoothness of the ride ...

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I have experienced some difficulty with the shifter (not going into the desired gear as easily as it should be)

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	26 K+
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New Chevrolet. Silverado 1500. 2011.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	4 year college degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	<input type="checkbox"/>
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	\$125,000 - \$149,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG5CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	04/18/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6016210046
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K095250845
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	226958735	Report Version	2	Open Date	03/18/2013
Close Date	03/18/2013	Narrative Date	03/20/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				5,000-6,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				No Concerns.			

No Concerns>							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):				recall oil changes			
Please explain further about your choice to recommend your vehicle:				Comfortable ride, decent gas mileage, a joy and fun to drive			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	2.
Integration with media players	2.
Navigation system route accuracy	2.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	looks, performance and sound system
Is there anything about your new vehicle you would like to see changed?	no

About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$25,000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	used Pontiac. Grand Prix. 2002.
Primary vehicle in your household:	used Jeep. Cherokee. 1999.
Secondary vehicle in your household:	used Jeep. Wrangler. 2003.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	██████.
What year were you born?	██████.
Please indicate your highest education level	2 year college degree.
What is your current marital status?	██████d.
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	██████.
What is your total household income (before taxes)?	\$40,000 - \$59,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH4CH1	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	11/25/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE			Serial#	6321111734	
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			Serial#	K298182154	
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	227104816	Report Version	2	Open Date	03/06/2013
Close Date	03/20/2013	Narrative Date	03/22/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle: 3,000-4,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight
Engine.
Transmission and Drivetrain.
Vehicle Exterior.

Engine>Engine Fuel consumption>

Engine Fuel consumption Fuel consumption is worse than expected.

Engine>Engine Fuel consumption>Fuel consumption is worse than expected>

What type of fuel do you most often put into your vehicle? Regular gasoline.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle? No.
Where do you do most of your driving? Other (please describe).
Are you using your vehicle for towing when the problem occurs? No.
How often does this trouble occur? Trouble occurs regularly.
Please describe conditions when this trouble occurs: Normal driving.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Additional Comments: Driving is combination of rural and highway. Was expecting 23 to 26 mpg. Getting 21 to 22.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission
Shift between gears is rough/harsh under normal driving conditions.
Gear selector is difficult to operate (auto. trans.).
Shifting paddles/buttons difficult to operate.

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>

Going into which gear/gears does the trouble occur? (check all that apply) Occasionally seems to slip or pulse through the initial gears.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply): Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
How often does this trouble occur? Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply): Difficult to his R going from Park. Usually goes to N first.
Too often going from R to D, I get hung up at N, probably because I may not have the brake pedal pressed hard enough.
Why is the gear selector difficult to operate? Other (please describe).
How often does this trouble occur? Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Additional Comments: There is no "feel" for the shift selector. I have to look at the display to see what gear has been selected. I prefer individual positions for each gear. Then I know by feel, which gear I have selected. The paddle shifters on the steering wheel are a bad idea. I too often hit one by mistake, then I'm stuck in that gear until I cycle the selector in and back out of "Sport" mode, or in and out of "neutral". I like the idea of

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

manual shifting, but the positioning of the paddles was definitely not an engineering marvel. A separate shift mechanism on the center console, by the gear selector would be much better. A secondary positioning of the gear selector itself would be ideal.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

No.

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

Would you recommend this vehicle to family or friends?

Yes.

Please explain further about your choice to recommend your vehicle:

Comfortable for a tall person. Handles great.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns:

When the new Charger came out in '06, I swore I'd never purchase one. Only four door and automatic transmission is an "old man's car", not a sports car, and not worthy of consideration. Having test driven one on a whim at a used car lot, I found its roominess and handling characteristics rather astounding. Finding myself in the need to downsize my Tahoe, I chose to go the Charger route, since I wasn't looking for "sport", but mileage and utility. If Chrysler had come out with a two door, manual transmission version in 2006, I wouldn't have wasted 6 years of Tahoe depreciation.

What has Chrysler done right?

Reintroduced the Challenger.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Operating the shift paddles. At least one display icon meaning.

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Overall audio, entertainment, and navigation system impression

4.

Clarity of sound

4.

Ease of using system displays while driving

2.

Integration with phones

3.

Integration with media players

4.

Support for popular music/video formats

3.

Exterior design and appearance (overall impression)

4.

Appearance of exterior paint

5.

Front view styling (front fascia, hood, grille, headlight area)

4.

Side/profile view styling (driver's side or passenger's side exterior area)

4.

Rear view styling (rear fascia, bumper)

5.

Wheels, rims, and tires appearance and styling

4.

Headlight illumination/performance during night-time driving

4.

Interior comfort, design and appearance of interior (overall impression)

5.

Vehicle storage and space usage

5.

Head/leg/foot room

5.

Ease of getting into and out of vehicle

3.

Interior noise level while driving

3.

Seat adjustment and comfort

5.

Steering wheel adjustment

5.

Operating controls while driving (gear selector, turn signals, horn, etc.)

4.

Location and usefulness of interior lighting

4.

Safety and visibility while driving

3.

Climate control operation (function and ease of use)

3.

Engine performance during acceleration

4.

Engine sound

4.

Engine exhaust sound

1.

Transmission gear change performance (smoothness)

2.

Fuel economy and driving range

2.

Brake responsiveness/effort

4.

Ride quality

4.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	2.
How do you feel about the durability of your new vehicle?	3.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	roominess
Is there anything about your new vehicle you would like to see changed?	position of the paddle shifters

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Trunk space. Handling. Acceleration and power for a six cyl engine
---	--

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

You rated engine exhaust sound Low. Use this space to provide any specific comments you would like to share.	I'd like to sound like a sports car.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCA4HG4CH	Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN	
Built Date	01/01/0001	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6140210663
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M112269909
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	227773225	Report Version	2	Open Date	03/31/2013
Close Date	03/31/2013	Narrative Date	04/02/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				7,000-9,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Interior Trim/Storage/Windows.			

Interior Trim/Storage/Windows>Abnormal Noises>							
Abnormal Noises				Squeak/rattle/abnormal noises from headliner.			

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from headliner>							
How often does this trouble occur?				Trouble occurs intermittently.			
Please describe conditions when this trouble occurs:				Over rough roads			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				Yes.			
Where did you take your vehicle to have your trouble checked out? (check all that apply)				Took to the dealer I purchased my vehicle from. Took to a different dealer.			
Was the trouble resolved to your satisfaction?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by phone or e-mail.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

What Can We Do Better?>							
What has Chrysler done right?				If it wasn't for the Luxury Series, I wouldn't have bought this car.			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>							
Overall audio, entertainment, and navigation system impression				5.			
Clarity of sound				5.			
Ease of using system displays while driving				5.			
Integration with phones				5.			
Integration with media players				5.			
Navigation system route accuracy				5.			
Support for popular music/video formats				5.			
Exterior design and appearance (overall impression)				5.			
Appearance of exterior paint				5.			
Front view styling (front fascia, hood, grille, headlight area)				5.			
Side/profile view styling (driver's side or passenger's side exterior area)				5.			
Rear view styling (rear fascia, bumper)				5.			
Wheels, rims, and tires appearance and styling				5.			

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

The 8 speed gear shift knob takes getting used to. It is quite easy to push the knob too far and shift past what you are seeking (I can't tell you how many times I tried to put the car in reverse but pushed too hard and put it in park instead

About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	40000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New Acura. MDX. 2001.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Consumer Reports. Kelley Blue Book. Edmunds.
Primary vehicle in your household:	New Honda. Odyssey. 2002.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	<input type="checkbox"/>
Please indicate your ethnicity	<input type="checkbox"/>

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CCABG4DH	Model Year	2013	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	12/13/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6341210981
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K309244966
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	227890501	Report Version	2	Open Date	04/01/2013
Close Date	04/01/2013	Narrative Date	04/03/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight: Transmission and Drivetrain.
Features/Controls/Displays.
Entertainment/Navigation System/Connectivity.

Features/Controls/Displays>Displays and Instruments>

Displays and Instruments: Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc..

Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>

Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.: Controls/displays require too much attention (must take eyes off the road) to operate.

Media

Media: Radio.

Entertainment/Navigation System/Connectivity>Speakers>

Speakers: Speakers have poor sound quality.

Speakers have poor sound quality

Please indicate which media sources were being played (check all that apply): Satellite radio has very little bass and highs are very tinny sounding, don't have this problem with other sources.

How often does this trouble occur? Trouble occurs regularly.

Please describe conditions when this trouble occurs: Always

To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission: Shifts at wrong times.
Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>

Going into which gear/gears does the trouble occur? (check all that apply) Shifts into 3rd too quickly and kills acceleration under normal throttle

Please indicate driving condition where the shifting trouble is noticeable (check all that apply): Shifts too quickly, can only avoid this by switching to sport mode

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):
Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

Are you using your vehicle for towing when the problem occurs? No.

How often does this trouble occur? Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Additional Comments: Transmission is too aggressive with up shifting in normal mode, sport mode makes it better but must switch back to normal for cruising to maintain fuel economy.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Very easy to click too far back and go into N or D Very easy to click too far and go into D Other (please describe).
Why is the gear selector difficult to operate?	Trouble occurs regularly.
How often does this trouble occur?	At delivery.
To the best of your recollection, the trouble was first noticed:	0 - 1499 miles.
Approximate mileage when trouble was first noticed was:	Gear selector is frustrating because it doesn't 'hard set' into position, only temporarily clicks and springs back to center. This is especially annoying when switching from D to R while trying to do 3 point turn or get into difficult parking spot, requires driver to look down at gear selector to ensure correct gear is selected instead of using 'feel'.
Additional Comments:	

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Car rides great, great engine, quality interior, and good looking exterior. The only things I would change are the transmission programming and the satellite radio sound quality
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).

What Can We Do Better?>	
Feedback/Concerns:	Avoid gimmicky features and focus on driving experience (new gear selector does not deliver a good driving experience).
What has Chrysler done right?	Everything else!

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	3.
Ease of using system displays while driving	5.
Integration with phones	4.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Engine performance during acceleration	5.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	3.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	Exterior styling, interior quality
Is there anything about your new vehicle you would like to see changed?	Gear selector, transmission programming

About You>

Did you purchase or lease your vehicle?	Lease.
What price did you pay for your vehicle?	\$35k
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New Honda. Civic Sedan. 2006.
Primary vehicle you were considering:	New Honda. Accord Sedan. 2013.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Kelley Blue Book. Edmunds.
Secondary vehicle you were considering:	New Volkswagen. Passat. 2013.
Primary vehicle in your household:	New GMC. Acadia. 2013.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/> .
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<input type="checkbox"/> .
How many children 17 or under live in your household?	<input type="checkbox"/>
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	\$150,000 - \$199,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG8CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	05/10/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6122210868
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K128266270
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	227890547	Report Version	2	Open Date	04/01/2013
Close Date	04/01/2013	Narrative Date	04/03/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	Other.

Other>	
To the best of your recollection, the trouble was first noticed:	At delivery.
Please describe the other trouble you experienced:	No trouble, just don't like the gear selector. Never sure its in park, usually ends up in neutral. Need positive detent.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>	
Feedback/Concerns:	Doors should have more fixed stops instead of just closed and full open. Always been a problem with Chrysler products. You open the door less than full open and it shuts on you as you are exiting.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	3.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	3.
Interior noise level while driving	4.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Seat adjustment and comfort	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	looks and soundcsystem
Is there anything about your new vehicle you would like to see changed?	shifter and door hold open

About You>

Did you purchase or lease your vehicle?	Lease.
What price did you pay for your vehicle?	38000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. Town & Country LWB.
Secondary vehicle in your household:	Chrysler.
Which of the following best describes the area you live in?	Suburban.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAHG1CH	Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN	
Built Date	06/16/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE			Serial#	6148221539	
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)			Serial#	M125271464	
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	227890678	Report Version	2	Open Date	04/01/2013
Close Date	04/01/2013	Narrative Date	04/03/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				More than 10,000.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Transmission and Drivetrain.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				Does not go into park consistently - have to make sure it actually makes it into park When in a car wash on moving conveyor cannot shift to drive without firmly applying brakes			
Why is the gear selector difficult to operate?				Other (please describe).			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe conditions when this trouble occurs:				When putting vehicle into park			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by e-mail only.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>							
Overall audio, entertainment, and navigation system impression				5.			
Clarity of sound				5.			
Ease of using system displays while driving				5.			
Integration with phones				4.			
Integration with media players				5.			
Navigation system route accuracy				5.			
Support for popular music/video formats				5.			
Exterior design and appearance (overall impression)				5.			
Appearance of exterior paint				5.			
Front view styling (front fascia, hood, grille, headlight area)				5.			
Side/profile view styling (driver's side or passenger's side exterior area)				5.			
Rear view styling (rear fascia, bumper)				5.			
Wheels, rims, and tires appearance and styling				5.			
Headlight illumination/performance during night-time driving				5.			
Interior comfort, design and appearance of interior (overall impression)				5.			

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	3.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Styling, Comfort
Is there anything about your new vehicle you would like to see changed?	Gear shifter

About You>

Did you purchase or lease your vehicle?	Purchase.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New
	Buick.
	LaCrosse.
	2010.
Primary vehicle you were considering:	Cadillac.
	CTS Sedan.
	2010.
Primary vehicle in your household:	New
	Jeep.
	Grand Cherokee.
	2011.
Secondary vehicle in your household:	New
	Dodge.
	Challenger.
	2008.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	4 year college degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	More than \$200,000.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG8DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	01/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6005311393
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M326209535
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	226957631	Report Version	2	Open Date	03/12/2013
Close Date	03/12/2013	Narrative Date	04/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight
Seats.
Transmission and Drivetrain.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission
Shifts at wrong times.
Hesitation or delay when shifting between gears.
Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>

Are you using your vehicle for towing when the problem occurs? No.
How often does this trouble occur? Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)
feels like car stops between 1st and 2nd, have to kick gas hard to get moving, i dont trust it when pulling into traffic. 1st gear on this car is useless.
same as above, but not nearly as much
car does not downshift at appropriate times when cornering. I have to kick the gas to get moving, then the car downshifts and takes off like a slingshot
starting from a stop, car really bogs down on shift from 1 to 2, and again from 2 to 3, but not as much
slowing down to turn a corner - car does not downshift, so when turn is complete car is in too high a gear, forcing me to stomp gas to make it downshift
bog between 1st and 2nd is worst when car is cold, and improves only slightly when warmed up
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):
Please describe conditions when this trouble occurs:
all the time
Additional Comments:
I hate this transmission. It's completely ruining the new car experience.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.
Have you taken the vehicle to a dealer to have your trouble corrected? No.
Overall, how satisfied are you with the quality of your new vehicle? Satisfied.
Would you recommend this vehicle to family or friends? No.
Please explain further about your choice to recommend your vehicle: This tranny is not ready for prime time.
If our team has any additional questions about your responses, would you accept further contact? Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns:
I bought the car at 8:30PM on a Friday night. At 10AM the next morning, I received a survey call from Chrysler asking me how things were going. I told her the four mile drive home was lovely. I received a total of FOUR survey calls in the first week I owned the car. That's ridiculous, and makes you look disorganized.
What has Chrysler done right?
Styling - vast improvement from the last several generations of chryslers

Contact Me>

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	3.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	3.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	3.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	3.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	3.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	1.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	3.
Is there anything about your new vehicle you would like to see changed?	get rid of the 8 speed transmission
Vehicle Satisfaction Ratings>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	disappointed with volume. love the SD card player.
Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	tranny is unrefined. too many gears, too many shifts, never seems to be in the gear I want it to be in
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	visibility out rear passenger side window from Driver's seat is very poor. pasenger head rest is in the way. head rest should be less intrusive. Turn signal indicators are behind the steering wheel and I cannot see them.
About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	not sure
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	new Pontiac. Grand Prix. 2008.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<div></div>
What year were you born?	<div></div>

About You>

Please indicate your highest education level

4 year college degree.

What is your current marital status?

[REDACTED].

How may children 17 or under live in your household?

[REDACTED].

Please indicate your ethnicity

[REDACTED].

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG5DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	12/12/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6339220393
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M299299960
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	226957753	Report Version	2	Open Date	03/12/2013
Close Date	03/12/2013	Narrative Date	04/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Seats.			
				Transmission and Drivetrain.			
				Entertainment/Navigation System/Connectivity.			

Entertainment/Navigation System/Connectivity>Navigation System>							
Navigation System				Navigation system works, but traffic information doesn't work / or is difficult to understand.			

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesn't work/or is difficult to understand>							
Additional Comments:				Volume for nav system is too low and not adjustable			

Seats>Seat Material>							
Seat Material				Seat material concerns.			

Seats>Seat Material>Seat material concerns>							
Seat material trouble is:				Other (please describe).			
Additional Comments:				Seat bottom is too firm and flat- nonconforming. fo long trips			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				Some times when stopping and putting into park, it doesn't go in and there is not hard stop or feedback. A couple times I started to get out of the car only to find it wasn't in park.			
				Skips past reverse some imes or won't go into gear because of sync of break and button.			
				Some imes it won't go into drive without extra time and trying to get brake and button synced Dangerous when backing out ito road and not being able to get moving quickly.			
Why is the gear selector difficult to operate?				Gear selector requires too much effort/force to operate.			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe conditions when this trouble occurs:				when changing gears			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				The electronic gear shift function is just clunky and agravating. Even after 2000 miles it s ill is difficult to get in gear and in park.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
Please explain further about your choice to recommend your vehicle:				Overall satified with the quality and value. A few quirky things that need to be corrected.			

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
What Can We Do Better?>	
Feedback/Concerns:	I think if the engineers had driven the car for any amount of time they would have the same concerns I had.
What has Chrysler done right?	Value and design.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	3.
Ease of using system displays while driving	4.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Size of trunk, interior appearance pep.
Is there anything about your new vehicle you would like to see changed?	Gear shift knob/functionality
Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Easy to use/understand
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	east to use/understand
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Classy look
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Huge trunk that come in handy for my wife's wheel chair
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Very quiet
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Intuitive

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Gear shift Knob logic/feel/ease of use

About You>	
Did you purchase or lease your vehicle?	Purchase.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	new Subaru. Legacy.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	quality, features at a good price
Primary vehicle in your household:	new Audi. S6. 2013.
Secondary vehicle in your household:	used Porsche. 911. 2011.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	1 <input type="checkbox"/>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<input type="checkbox"/> .
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/> .
What is your total household income (before taxes)?	More than \$200,000.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG7DH	Model Year	2013	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	12/19/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial##	6348210396
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial##	K344254848
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	226958057	Report Version	2	Open Date	03/13/2013
Close Date	03/13/2013	Narrative Date	04/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Continuous Quality Insight	
Continuous Quality Insight	No Concerns.

No Concerns>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).

What Can We Do Better?>	
Feedback/Concerns:	Voice command doesn't always recognize your voice, could be better.
What has Chrysler done right?	99% of the car is perfect.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	4.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Nav and Sound system
Is there anything about your new vehicle you would like to see changed?	Do not like ratchet shifter, I like the old conventional; shifter that stays in the P when in park, don't like that it always goes back to same place.I I

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Again I don't like the Ratchet Shifter.
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About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	31,---
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Used BMW. 325.
Primary vehicle you were considering:	Chevrolet. Camaro.
Primary vehicle in your household:	New Chrysler. 300. 2013.
Secondary vehicle in your household:	New Chevrolet. 2500 Pickups.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	█
What year were you born?	Texas
Please indicate your highest education level	High school degree / GED.
What is your current marital status?	█.
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	█
What is your total household income (before taxes)?	\$100,000 - \$124,999.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CDXH6GCH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	01/26/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6006210865
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K020212547
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	228672702	Report Version	1	Open Date	04/13/2013
Close Date	04/13/2013	Narrative Date	04/15/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight

Continuous Quality Insight	<p>Transmission and Drivetrain.</p> <p>Entertainment/Navigation System/Connectivity.</p> <p>Steering, Handling, and Ride.</p> <p>Engine.</p> <p>Brake System.</p> <p>Interior Trim/Storage/Windows.</p> <p>Features/Controls/Displays.</p> <p>Seats.</p> <p>Interior Climate Control.</p> <p>Other.</p>
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Hard Controls/Menu

Hard Controls/Menu	<p>Hard controls/menus: Front Screen Display: Other Concerns.</p> <p>Front seat audio/entertainment/navigation system did not meet expectations.</p>
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Touchscreen Controls

Touchscreen Controls	<p>Touchscreen Controls/Menu: Front Screen Display does not meet expectations.</p> <p>Touchscreen Controls/Menu: Front Screen Display: Other Concerns.</p>
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Media

Media	Radio.
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Entertainment/Navigation System/Connectivity>Speakers>

Speakers	<p>Speakers have poor sound quality.</p> <p>Speakers are not loud enough.</p>
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Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System	<p>Navigation system works, but missing information; has incorrect information; gives wrong directions.</p> <p>Navigation system works, but traffic information doesn't work / or is difficult to understand.</p> <p>Points of Interest not well defined.</p> <p>Points of Interest incorrect.</p>
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Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system has poor sound quality at far end.
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Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

Voice Activation / Recognition	<p>Voice Activation / Recognition doesn't recognize command.</p> <p>Voice Recognition feature does not have enough functions available.</p>
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Entertainment/Navigation System/Connectivity>

Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Apple.
Please tell us your cell phone model	4S
If known, please tell us your software version	6.0.2

Entertainment/Navigation System/Connectivity>	
Entertainment/Navigation System/Connectivity	Mobile Hotspot, Power inverter for use with Mobile Hotspot and to power Tablet/laptop

Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call	
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
Sound quality is poor: (check one)	For the receiver of the call.
Please describe when this trouble occurs:	When ever I make a call if I take the call off of bluetooth the o her person can instal=ntly hear and understand me better.
Do you recall your cellular coverage at the time?	Full cellular coverage.
Does the issue occur when speaking at regular volume?	Yes.
At other times during use does your phone have poor call quality?	Yes.
Additional Comments:	Whenever I use it on Bluetooth. Also have a problem that when my phone is connected to he entertainment center through the USB Cord - it always tries to play the IPOD even if I am on a call - the music playing in the "background" interferes with the call quality. Have to pull up the "Music" app onthe phone - select the song playing, and hit pause or stop. Not fun when you are driving down the road in traffic.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesnt recognize command>	
Please describe when this trouble occurs:	Trying to tell it to tune to a specific XM Channel
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available>	
Please describe additional functions you would like to have:	Power inverter with TWO ou lets at least 400 watts. Better more comfortable seats!! I have the heated/vented seats NOT ENOUGH PADDING. Better headlights! Larger sideview mirrors (or at least extended out more for a better rear view). More comfortable foot positions in the driver footwell. Floorboard is not wide enough or deep enough. Seat doesn't go back far enough and I am [REDACTED]. Better padding on the door and on the center console where your elbows rest. Parking sensors under the "CHIN" of the car to avoid scraping the undeside on parking stops or when parking up to a sidewalk. (This would be an industry "First"!) Please use a better drivers window "Felt" that won't hold dirt and scratch the window as it goes up or down. Maybe use a harder glass that won't scratch so easy. Fix the SHIFTER on the 8-speed transmission!! Too hard to find reverse all the time! Maybe you should use a rotary shifter like what is on the new Ram Truck that has the 8 speed transmission. The push button is not a positive enough feel to make shifting feel definite. Put turn signal lights on the outside of the mirrors and puddle lights under them. Use brighter LEDS inside the car - still too dark at night with a all black interior. Too much info? Call me at [REDACTED]. I love my car but I can be better!

Hard controls/menus: Front Screen Display: Other Concerns	
Please describe the other trouble you experienced:	Screen lighting not always bright enough have to keep adjusting at twilight
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Maybe a better light sensor tied to the headlight operation.

Front seat audio/entertainment/navigation system did not meet expectations	
Please indicate what about the system did not meet your expectations	The navigation system is missing the moving weather map that the new 2012 Dodge Ram has. Upgrade the OTHER functions in travel link. How about linking upo with Verizon and offer 4G internet in your vehicles??!
Additional Comments:	The GPS constantly gets lost. I was trying to find a Citgo Gas Station and it took me into the woods and then to a non-existant road not once but twice in Mississippi!

Touchscreen Controls/Menu: Front Screen Display does not meet expectations	
Please indicate why the front screen did not meet your expectations (check all that apply):	Display too small.

Touchscreen Controls/Menu: Front Screen Display: Other Concerns	
Please describe the other trouble you experienced:	Screen quality could be better - I have a tablet (Asus Transformer) with a better screen
How often does this trouble occur?	Trouble occurs regularly.

Radio	
Radio	AM/FM/HD/Satellite radio channels have poor or no reception.

AM/FM/HD/Satellite radio channels have poor or no reception	
Please indicate which frequency band has trouble (check all that apply):	Looses connection - drops signal
How often does this trouble occur?	Trouble occurs regularly.

Speakers have poor sound quality	
Please indicate which speaker has trouble (check all that apply):	Not clear sound like I expected for a top of the line sound system
Please indicate which media sources were being played (check all that apply):	USB Drive. Satellite Radio. Telephone call.
Trouble with speaker occurs:	At all volume levels.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>	
Please indicate which speaker has trouble (check all that apply):	All speakers in the vehicle.
Please indicate which media sources were being played (check all that apply):	CD. USB Drive. Bluetooth Streaming. Satellite Radio. Telephone call.
Trouble with speaker occurs:	At all volume levels.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>	
Please indicate which of the following best describes your concern (check all that apply):	It does not show all roads and consistently shows target location on the wrong side of the road See above and also when travel link lists a gas station around me - the gps cannot find it - sends me into the woods where there is no road and no gas station!
Please indicate which navigation system item has trouble (check all that apply):	Map is missing information. Map contains incorrect information. Navigation system provides wrong directions.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesn't work/or is difficult to understand>	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Never see (delays) not accurate info

Points of Interest not well defined	
Please describe the trouble with the Points of Interest within the Navigation system	Hotels
Additional Comments:	Info should be updated in travel link through the satellite link

Points of Interest incorrect	
Please describe the trouble with the Points of Interest within the Navigation system	Info is incorrect

Features/Controls/Displays>Features and Controls>	
Features and Controls	Wipers and washers. Side window operation/controls. Rear view mirrors (interior/exterior). Active Suspension System. Tire pressure monitoring system. Interior lights. Reverse-Camera. Voice Activation System.

Features/Controls/Displays>Displays and Instruments>	
Displays and Instruments	Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.

Features/Controls/Displays>Features and Controls>Wipers and washers>	
Wipers and washers	Windshield wipers/washers broken/not working properly.

Features/Controls/Displays>Features and Controls>Wipers and washers>Windshield wipers/washers broken/not working properly>	
Please indicate which feature of the windshield wiper/washer system is broken/not working properly (check all that apply):	Do not clean the windshield properly (clean enough area)
Please indicate what type of trouble was experienced with the windshield wipers/washers (check all that apply):	Wipers smear/do not adequately wipe windshield for clear visibility. Spray pattern does not properly cover area being wiped.

Features/Controls/Displays>Features and Controls>Wipers and washers>Windshield wipers/washers broken/not working properly>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Features and Controls>Side window operation/controls>	
Side window operation/controls	Side window works properly, but is difficult to understand/use; controls are in a poor location.

Features/Controls/Displays>Features and Controls>Side window operation/controls>Side window works properly, but is difficult to understand/use; controls are in a poor location>	
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	The windo "Felt" on the outside of the window catches dust/dirt and scratches the too soft glass of the outside window. Also the glass is too easily affected by waterspots which makes it hard to see out of!

Features/Controls/Displays>Features and Controls>Rear view mirrors (interior/exterior)>	
Rear view mirrors (interior/exterior)	External side view mirrors work properly, but are difficult to understand/use; in a poor location. Internal rear view mirror works properly, but is difficult to understand/use; in a poor location.

External side view mirrors work properly, but are difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Don't extend out far enough to catch blind spots
Please indicate which mirror's controls are difficult to understand/use; are in a poor location (check all that apply):	See above See above

Internal rear view mirror works properly, but is difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Not wide enough to see out the back properly
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	Hard to properly adjust to adequately see out the rear window

Active Suspension System	
Active Suspension System	Active suspension system is broken/not working.

Active suspension system is broken/not working	
Please describe the trouble experienced with the active suspension system:	Not sure I even have it - ride quality is getting worse
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Always
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was:	8000 miles or above.

Features/Controls/Displays>Features and Controls>Tire pressure monitoring system>	
Tire pressure monitoring system	Tire pressure monitoring system broken/not working.

Features/Controls/Displays>Features and Controls>Tire pressure monitoring system>Tire pressure monitoring system broken/not working>	
Please indicate what type of trouble was experienced with the tire pressure monitoring system (check all that apply):	Indicates a problem with a tire that is properly inflated.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Features/Controls/Displays>Features and Controls>Interior lights>	
Interior lights	Dome/map/interior lights broken/not working.

Features/Controls/Displays>Features and Controls>Interior lights>Dome/map/interior lights broken/not working>	
Please indicate what type of trouble was experienced with the dome/map /interior lights (check all that apply):	lights are not bright enough for the all black interior
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Features and Controls>Reverse-Camera>	
Reverse-Camera	Reverse-camera is broken/not working.

Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera is broken/not working>	
Please indicate what type of trouble was experienced with the reverse-camera	Very poor image quality unless in bright sun-light. Terrible in the rain or at night!

Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera is broken/not working>	
(check all that apply):	
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Rain or at night
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Features and Controls>Voice Activation System>	
Voice Activation System	Voice Activation System works properly, but difficult to understand/use; controls in a poor location.

Features/Controls/Displays>Features and Controls>Voice Activation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location>	
Please indicate which of the following best describes your concern (check all that apply):	Does not recognize commands
Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):	to route to a location to select a different channel
Please indicate why the Voice Activation System controls are difficult to understand/use; are in a poor location (check all that apply):	does not recognize commands

Features/Controls/Displays>Displays and Instruments>Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use>	
Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):	not appropriate illumination for time of day

Seats>Seat Material>	
Seat Material	Seat material soils/scuffs easily. Seat material concerns.

Seat material soils/scuffs easily	
Please indicate the trouble you experienced with the seat material (check all that apply):	Worried about the perforated material coving the seats - catches crumbs and doesn't release them when vacuumed Not comfortable after one hour of driving. Not enough padding/support

Seats>Seat Material>Seat material concerns>	
Please indicate which seat has trouble with its material (check all that apply):	Driver's seat. Front passenger seat. Other (please describe).
Seat material trouble is:	Trouble occurs regularly.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Abnormal Noises>	
Abnormal Noises	Squeak/rattle/abnormal noises from headliner. Squeak/rattle/abnormal noises from sun visor/vanity mirror.

Interior Trim/Storage/Windows>Operation and Functionality>	
Operation and Functionality	Cup holder is difficult to use.

Interior Trim/Storage/Windows>Appearance>	
Appearance	Interior materials soils/scuffs too easily.

Interior Trim/Storage/Windows>Broken/Damaged>	
Broken/Damaged	Distortion/blemish/crack in windshield/windows (not the result of outside influence).

Interior Trim/Storage/Windows>Broken/Damaged>Distortion/blemish/crack in windshield/windows (not the result of outside influence)>	
Please indicate the location of the window with the distortion/blemish/crack (not the result of outside influence) (check all that apply):	Water spots and scratches from going up/down Same as above
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from headliner>	
Please describe in the box below where from the headliner the trouble with abnormal noises is located:	Sunroof cover that is part of headliner - rattles where it sticks into the the very front
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Cup holder is difficult to use	
Please indicate which of the following best describes your concern (check all that apply):	Not big enough to hold a 1 liter drink. Takes too long to get cold and doesn't get cold enough
Please indicate why the cup holder is difficult to open/close (check all that apply):	See above - could have has two sizes!
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Appearance>Interior materials soils/scuffs too easily>	
Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:	the fabric shows dust and scuffs on the headliner very badly
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Brake System>Brake Operation>	
Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort.

Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake does not adequately hold vehicle. Hand brake/parking brake requires too much effort to apply/release.

Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort>	
Trouble with brakes occurs during this type of braking (check all that apply):	Not a strong brake system - takes too much effort to stop in city traffic
Trouble with brakes occurs while traveling at these speeds (check all that apply):	on highway - worry I might not be able to stop if I really need to!
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions. Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Hand brake/parking brake does not adequately hold vehicle	
Where does the hand brake/parking brake problem occur?	Other (please describe).
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Hard to set (takes alot of effort) then doesn't hold very well

Hand brake/parking brake requires too much effort to apply/release	
Please describe what requires too much effort (check all that apply):	Applying parking brake requires too much effort.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Steering, Handling, and Ride>Steering and Handling>	
Steering and Handling	Vehicle pulls noticeably to the left/right. Tilt/telescopic steering wheel/column has a poor range of adjustment.

Steering, Handling, and Ride>Steering and Handling>Vehicle pulls noticeably to the left/right>	
What direction does the vehicle pull when driving?	Both Left and Right - Varies with conditions.
Vehicle pull is:	Moderate.
Are you using your vehicle for towing when the problem occurs?	No.
Trouble occurs while traveling at these speeds (check all that apply):	Medium speeds (26-45 MPH). High speeds (46 MPH and above).
Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions. Rainy/wet road conditions.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	If you take a hand off the wheel for just a moment - it heads for the side of the road
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Tilt/telescopic steering wheel/column has a poor range of adjustment	
Which best describes the problem?	Doesn't adjust close enough to driver.
Which function has poor range of adjustment? (check all that apply):	Telescopic.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Interior Climate Control>Operation and Performance>	
Operation and Performance	Heating, ventilation and air conditioning doesn't maintain desired temperature. Air conditioner takes too long to get cold. Windows fog up a lot/take too long to clear/do not clear adequately.
Heating, ventilation and air conditioning doesn't maintain desired temperature	
At what internal temperature does the setting no longer maintain desired temperature (check all that apply):	Below 70 degrees.
Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):	Bright sun. Filtered sun (light/partial clouds, light haze/fog). Cloudy/overcast. Outside temperature between 80 and 89 degrees. Outside temperature between 70 and 79 degrees. Outside temperature between 60 and 69 degrees.
Please indicate which HVAC zone does not maintain desired temperature (check all that apply):	Front HVAC.
If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Interior Climate Control>Operation and Performance>Windows fog up a lot/take too long to clear/do not clear adequately>	
Please indicate the trouble with the front defroster (check all that apply):	Uneven clearing.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	early morning
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Engine>Engine Idling (rough, too low/high)>	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
Engine>Engine Driveability (stumbles/hesitates/surges)>	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Engine>Engine power>	
Engine power	Engine power is less than expected. Engine loses power when air conditioning is on.
Engine>Engine Fuel consumption>	
Engine Fuel consumption	Fuel consumption is worse than expected.
Engine>Engine power>Engine power is less than expected>	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Trouble occurs while vehicle is (check all that apply):	First thing in the morning after sitting all night
How often does this trouble occur?	Trouble occurs regularly.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Engine>Engine power>Engine loses power when air conditioning is on>	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs while vehicle is (check all that apply):	Accelerating.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Engine>Engine Fuel consumption>Fuel consumption is worse than expected>	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
Where do you do most of your driving?	Highway/freeway driving (speeds held fairly constant above 45 mph).
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What best describes the engine idle trouble? (check all that apply):	Engine idling is rough.
Engine idle trouble occurs (check all that apply):	Driving the vehicle more than 5 minutes but less than 20 minutes.
Engine idle trouble occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What best describes the engine drivability trouble? (check all that apply):	Engine has a hesitation, momentarily cuts out, or surges while accelerating.
Engine trouble occurs (check all that apply):	Driving the vehicle more than 5 minutes but less than 20 minutes.
Engine trouble occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	When selecting reverse - the selector goes to neutral
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Selector doesn't have a positive feel for each gear

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	I like the styling of the car - what sold me was the heated/vented seats and the heated/cooled cupholders. I wanted the power and handling but need the gas mileage. I thought the V6 with the 8 speed transmission was the right choice. I bought this car while I was a salesman for Dodge. I took 2 1/2 months to pick this car out of all the vehicles we had. I still like the car but it can be better!
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>	
Feedback/Concerns:	Contact me and I can help make your car a better vehicle.
What has Chrysler done right?	Lots - the styling is spot on and when everything works right it is a sweet ride!

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	The stumbling of the engine when cold, the travel link software/gps operation. Please call me at [REDACTED] during the daytime.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	2.
Ease of using system displays while driving	3.
Integration with phones	2.
Integration with media players	1.
Navigation system route accuracy	1.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	1.
Interior comfort, design and appearance of interior (overall impression)	3.
Vehicle storage and space usage	3.
Head/leg/foot room	1.
Ease of getting into and out of vehicle	2.
Interior noise level while driving	2.
Seat adjustment and comfort	1.
Steering wheel adjustment	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	2.
Safety and visibility while driving	2.
Climate control operation (function and ease of use)	3.
Engine performance during acceleration	4.
Engine sound	3.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	2.
Brake responsiveness/effort	2.
Ride quality	3.
Steering and handling (responsiveness, stability)	3.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	3.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	Styling - aggressive stance
Is there anything about your new vehicle you would like to see changed?	MPG - GPS- Sound system - radio display - quality of the window glass (water spots and scratches) - brakes must stop better. Seats must be more comfortable. Vehicle tracking on the road should be less tending to wander. More aggressive exhaust sound. Better headlights/foglights and interior lighting.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Consistent coverage and high shine. Not sure the clearcoat is bug-resistant!
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Like the headlights to have more powerful lighting (and to add some LEDs like the 300) Same thing with the foglights. Add turning lights and puddle lights to the side mirrors.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
You rated integration with media players Low. Use this space to provide any specific comments you would like to share.	Please read my previous comments
You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.	Please read my previous comments
You rated headlight illumination/performance during night-time driving Low. Use this space to provide any specific comments you would like to share.	Please read my previous comments
You rated head/leg/foot room Low. Use this space to provide any specific comments you would like to share.	Please read my previous comments
You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.	Please read my previous comments
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	GPS is very inaccurate in rural areas. Cannot find gas stations listed (incorrectly) by Sirius Traffic app. (Find a gas station and the price of gas)

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	36000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Used Toyota. Camry Hybrid. 2009.
Primary vehicle you were considering:	Chrysler. 300. 2012.
Which online data sources, if any, influenced your buying decision? (check all	Kelley Blue Book.

About You>

that apply)

Primary vehicle in your household:

Secondary vehicle in your household:

Which of the following best describes the area you live in?

What is your primary language?

Please indicate your gender

What year were you born?

Please indicate your highest education level

What is your current marital status?

How may children 17 or under live in your household?

Please indicate your ethnicity

What is your total household income (before taxes)?

Edmunds.
Toyota.
Camry Hybrid.
2009.
2005 K1200LT (Motorcycle)
BMW.
Suburban.
English.
[redacted]
[redacted]
Trade / technical school.
[redacted].
0.
[redacted]
\$100,000 - \$124,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG6DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	09/27/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6264210653
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K231218475
Color	PWD	IVORY 3 COAT					

Report Number		System Key	229419734	Report Version	2	Open Date	04/24/2013
Close Date	04/24/2013	Narrative Date	04/26/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight

Continuous Quality Insight	No Concerns.
----------------------------	--------------

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	I had the Lo-Jack installed!
Please explain further about your choice to recommend your vehicle:	Everyone that see's this car is impressed! What can I say! I love Chrysler products.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Please provide feedback on how Chrysler can improve the Smartphone Application	It's easy hands free! Wouldn't have a car without this feature. Without this feature would be a deal breaker.
What information did you need that was not included in the Smartphone Application?	No issues
Which feature or section of the Smartphone Application did you find most helpful and why?	No issues - had on my 2011 300 vehicle
Which feature or section of the Smartphone Application did you find least helpful and why?	No issues

What Can We Do Better?>

Feedback/Concerns:	Love this vehicle. It's a full size, sporty, comfortable and powerful V6. My only change will be chrome wheels that didn't come with my vehicle.
What has Chrysler done right?	EVERYTHING! My 2013 is such a better vehicle than my 2011. Cabin much more comfortable and the overall look is sexy! I'm single and love driving this car! It fits me totally!

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
--	-----

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Comfort & Power
Is there anything about your new vehicle you would like to see changed?	Nope! You've mastered the mistakes from my 2011 300 model.

Vehicle Satisfaction Ratings>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	The cabin is very easy to access all controls.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Factory radio rocks!
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	The navigation in the dashboard keeps my eyes on the road and was very smart from a safety standpoint. My 2011 didn't have navigation. Will never be without it.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Pairing my phone was done without issue! Very intuitive blue tooth system!
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	My daughter uses these connections every time we travel distance. She is wired for sound, iPad, you name it. There are adequate connections for her needs.
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Again, having not had a navigation system in my 2011 Touring, I will never be without it. I also appreciate the traffic feature as I live outside LA County and the Orange County freeways are just as painful. The traffic feature saves me time.
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	Love the Sirius Radio feature. Won't be without that ei her.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	This 2013 is a very sexy car! With the new 8 speed V6, I don't need the V8. Gas mileage is incredibly good and cruises nicely at 72mph.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	I finally got the tri-colored Pearl which is what I wanted with my 2011. Once I took it home, I had a clay wax done and the brilliance of the pearl came out and boy she looked lovely!
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	This is an area you could improve just to set this car apart from the rest! Get some imagination and offer some upgraded grills. You'd be surprised how many people would take that op ion and have it installed!
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Love the sleek profile! Don't change anything and please don't downsize this car! Love the room it offers
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Love the tail lights!
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	There were alloy wheels on my vehicle when I took delivery. Hate hem, but when I can, I'll be replacing with Chrome!
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	The headlights REALLY light up a dark road very thoroughly!
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	The front seats of the vehicle seem better made and built up. The lumbar is much more supportive which is a necessity as I have lower back problems.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	The truck is spacious and the most important feature.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Even with the seats back for taller individuals, the back seat is very comfortable and not cramped.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.

The ability of having the FULL DOOR swing open for disabled folks is a huge plus on the design. Most times, that extra opening is what someone with disabilities requires in order to comfortably get into the car.

You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.

This vehicle is much more quieter than my 2011. There is a larger level of decreased road noise with my 2013 model. This was one of the first things I noticed when I took my car on a test drive!

You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.

As mentioned previously, the lumbar support is paramount for me. My L4 & L5 are trashed and the lumbar support allows me to drive longer periods of time. The lumbar in my 2013 feels much more supportive than the 2011 model.

You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.

I wish this was automatic and not manual. However, it's still easy to adjust for various driver preference.

You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.

I love this new shifter. It did take some getting used to and you must be careful you have it in the proper gear and not reverse when you think it's in park.

You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.

Love the interior lighting at night. Depending on how bright I want the control panels, the dimming switch makes it comfortable for all within the cabin.

You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.

With my 2013 styling, there seems to be fewer blind spots. That has everything to do with the adjustment of your side mirrors, but the design was well thought thru to help avoid blind spots.

You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.

I love the ability to control my side vs the passenger. I'm going to menopause and having the ability to turn down the air when my interior heater flares is a PLUS!!

You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.

This engine out performs my 2011 by a LONG shot. Actually, there is no comparison from the 5 speed to the 8 speed V6. You did an outstanding job on the performance yet kept the gas mileage obtainable and attractive. This car performs better at 72 for mileage.

You rated engine sound High. Use this space to provide any specific comments you would like to share.

There is no engine sound. I believe I misread this question. My car is as quiet as a kitten!

You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.

Again, my mistake for not reading the question. No exhaust sound. Again very quiet.

You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.

I can't feel the change, however in the performance, I know it's working at perfection. Kudos to the engineering of this smooth performing engine.

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.

As mentioned in prior comments, I can obtain 30 miles per gallon on a trip with the cruise on and 482 miles per tank on a long haul! How awesome it that!

You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.

Very smooth braking system! Never have had to punch the brakes, but I have no fear they'll fail on me.

You rated ride quality High. Use this space to provide any specific comments you would like to share.

The ride in this model is SO much smoother than my 2011. It appears there are better shocks in this year model. I noticed this on my test drive, especially going over bumps and railroad crossings, which most times give your front end a work out.

You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.

The ease and response of the steering is superior. I've already been saved from being hit due to the tight drive my car offers.

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.

Donovee Jeep/Chrysler operates unlike a Corporate Store. I dealt with one of the owners. He was helpful and made the experience simple. This was the first time to purchase a car without the help of my now divorced husband. I would recommend this dealership to anyone for their personal attention to the customer.

You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.

I have no fears my vehicle will outlast however long I decide to keep it. I did buy an extended warranty that gives me comfort should anything go wrong beyond the factory warranty.

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.

I will likely buy another 300 in 2 years. This is the amount of time I keep my cars. Looking forward to seeing what you can change up in 2015.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

I am the one in my circle of friends that has the 'comfortable' car. It gives me pleasure I can depend on the safety and comfort my 2013 300 offers. There is more than adequate trunk room for a long weekend with 4 in the car ready to go! The various media device connections can accommodate everyone in the car. The gas mileage and overall performance of my car makes me proud to be a Chrysler owner. I will always buy American as I AM AN AMERICAN!

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

I love my car and will buy another when I'm ready to replace my 2013.

About You>

Did you purchase or lease your vehicle?

Purchase.

What price did you pay for your vehicle?

31000

Is this your first new vehicle ever purchased / leased?

No.

Please tell us about the vehicle you replaced (if applicable)

New

Chrysler.

300.

2011.

Primary vehicle you were considering:

New

Cadillac.

About You>

Which online data sources, if any, influenced your buying decision? (check all that apply)	Consumer Reports.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Price and engine under powered.
Secondary vehicle you were considering:	New Hyundai. Genesis. 2013.
Primary vehicle in your household:	New Chrysler. 300. 2013.
Secondary vehicle in your household:	Used Volkswagen. Beetle. Suburban.
Which of the following best describes the area you live in?	English.
What is your primary language?	
Please indicate your gender	
Please indicate your highest education level	Trade / technical school.
What is your current marital status?	
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	
What is your total household income (before taxes)?	\$80,000 - \$99,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG6DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	10/10/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6273210994
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K242222204
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	229419783	Report Version	2	Open Date	04/24/2013
Close Date	04/24/2013	Narrative Date	04/26/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Other.			

Other>							
Please describe the other trouble you experienced:				It isn't really trouble. I don't like the gear shift that doesn't move. I am almost never in the correct gear and have to really look instead of just feel.			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe conditions when this trouble occurs:				none			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
Please explain further about your choice to recommend your vehicle:				I love the car. I had a '05 Charger and like that one but this one is way better. I love the look, the tightness in steering and the smooth ride. Glad I pushed my husband to get it!			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by e-mail only.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				Yes.			
The Smartphone Application format is easy to understand and use				4 (agree).			
Information in the Smartphone Application is easy to find and access				4 (agree).			
Smartphone Application covers the necessary features				4 (agree).			
Please rate your overall level of satisfaction with the Smartphone Application				4 (satisfied).			

What Can We Do Better?>							
Feedback/Concerns:				Love this car!			
What has Chrysler done right?				Gave it the old look			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>							
Clarity of sound				4.			
Ease of using system displays while driving				4.			
Integration with phones				4.			
Integration with media players				4.			
Navigation system route accuracy				4.			
Support for popular music/video formats				4.			
Exterior design and appearance (overall impression)				5.			
Appearance of exterior paint				5.			
Front view styling (front fascia, hood, grille, headlight area)				5.			
Side/profile view styling (driver's side or passenger's side exterior area)				5.			

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Everything except the gear shift
Is there anything about your new vehicle you would like to see changed?	sometimes it seems the gear changes a little hard in first

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	Love the wide door
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The whole car is great. It feels good and handles very well. It is so quiet that I turned off the radio, thinking it was the igni ion and didn't know I didn't turn off the car. Someone came to get me to tell me my car was still running.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Just the gear shift and sometimes the first gear switch when parking or backing up

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	25
Please tell us about the vehicle you replaced (if applicable)	new
	Dodge.
	Charger.
	2006.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG7CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	12/08/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6333111577
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K334196211
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	229613452	Report Version	1	Open Date	04/27/2013
Close Date	04/27/2013	Narrative Date	04/29/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 3,000-4,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Entertainment/Navigation System/Connectivity.
Features/Controls/Displays.
Transmission and Drivetrain.
Vehicle Exterior.

Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint: Dents/dings were present on exterior body panels at delivery.
Body panels/doors misaligned/excessive gaps/poor fit.
Paint is uneven: has sags, runs, overspray, thin spots, etc..

Vehicle Exterior>Exterior Appearance/Paint:>Dents/dings were present on exterior body panels at delivery>

Please indicate which body panels had dents/dings present at delivery (check all that apply): All panels at window molding are wavy from stamping. Poor Quality. Easily visible in side mirror.
All panels at window molding are wavy from stamping. Poor Quality. Easily visible in side mirror.
All panels at window molding are wavy from stamping. Poor Quality. Easily visible in side mirror.
All panels at window molding are wavy from stamping. Poor Quality. Easily visible in side mirror.
Door and rear quarter panel do not match up at bottom.
Additional Comments: Poor quality construction. Fitting. Paint is thin and cheap. Paint chips very easy. I am very unhappy with the quality of this car. If I hadn't been pressured into buying it at the dealer I would never have bought it.

Vehicle Exterior>Exterior Appearance/Paint:>Body panels/doors misaligned/excessive gaps/poor fit>

Please indicate the location of the trouble (check all that apply): PS rear door is not aligned well with back quarter panel.
PS rear door is not aligned well with back quarter panel.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Vehicle Exterior>Exterior Appearance/Paint:>Paint is uneven: has sags, runs, overspray, thin spots, etc.>

Please indicate the location of the paint issue (check all that apply): Hood.
Driver's side front door.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Touchscreen Controls

Touchscreen Controls Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.

Media

Media Radio.

Entertainment/Navigation System/Connectivity>Speakers>

Speakers Speakers are not loud enough.

Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working

Please indicate which controls/menus are broken/not working properly (check Software locks out fm radio controls. Everything else works but the radio. You have

Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
all that apply):	to stop and restart the car to get the radio to turn back on. Very annoying
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Random

Radio	
Radio	AM/FM/HD/Satellite radio channels have poor or no reception.

AM/FM/HD/Satellite radio channels have poor or no reception	
Please indicate which frequency band has trouble (check all that apply):	FM cuts out, no signal occasionally.
How often does this trouble occur?	Trouble occurs intermittently.

Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>	
Please indicate which speaker has trouble (check all that apply):	Very weak system. Highly unimpressive.
Please indicate which media sources were being played (check all that apply):	CD. FM.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Slips/will not engage gear properly/shifts erratically>	
Going into which gear/gears does the trouble occur? (check all that apply):	Not sure.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	During a rolling stop the tranny has a bad hesitation at times . Downshifts slow, even to point of slowing the car down drama ically. Tanny and/or eco system slow to respond on average acceleration and dogs the motor, even at highway speeds. see note above
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	flat surface.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Tranny software has been updated. Before update he tranny was smooth and after it became harsher. Not annoyingly so but noticeable.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Deceleration. Maintaining a fairly constant speed on level roads.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Shifter is non-Intuitive, Does not always go to park when pushed forward. I miss drive and reverse on a regular basis. I am a professional driver and it is bothersome to constantly have to make sure it goes in the proper gear at takeoff and stop.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Selector takes very little force from drive to neutral. If you have your hand laying on the shifter and turn left and bump it at all; it will shift into neutral.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.

Overview	
Would you recommend this vehicle to family or friends?	No.
Please explain further about your choice to recommend your vehicle:	The quality of this car is average at best. After driving it for a while it feels cheap. The minor problems are more annoying then anything. I don't feel like the overall standard of quality is worth the price of the car. I would rate the car a solid B but no higher. The engineering is lacking and quality control sad in my opinion. If I could sell this car I would. But the resale value sucks. I can't even get what I owe on it.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
What Can We Do Better?>	
What has Chrysler done right?	I love the overall body style of the car. The mpg for a large car is great. It handles quite well and is an excellent highway vehicle. The weight distribution is good. The interior is nice, gauges and layout are decent. Has plenty of power for a vehicle with a smaller motor and larger size. The seats are comfortable.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	2.
Ease of using system displays while driving	4.
Integration with phones	3.
Integration with media players	3.
Navigation system route accuracy	3.
Support for popular music/video formats	1.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	1.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	3.
Wheels, rims, and tires appearance and styling	3.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	3.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	3.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	3.
Engine performance during acceleration	3.
Engine sound	3.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	1.
Fuel economy and driving range	5.
Brake responsiveness/effort	3.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	2.
How do you feel about the durability of your new vehicle?	3.
What is your attitude overall towards your new car?	3.
What are your favorite parts of your new vehicle?	exterior styling
Is there anything about your new vehicle you would like to see changed?	Higher quality control on stamping process. IE: Quality Control. More Paint. Better testing on benign issues such as the shifter and software.
Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The stance and style is aggressive. It is the reason I was drawn to the car.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Cowling and hood integration is smooth.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Comfortable seating and good sight management. I have no problem backing this car into a little one car garage. layout is good.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	It has space. which it should being its a larger car.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I drove this car on a 400 mile trip with 3 adults and 2 children, truck fully loaded and it still got 32 mpg. I was impressed because I did not baby it. I passed cars on 2 lanes and drove 5 over on the highways.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Very smooth highway cruiser.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Handles well around town.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

You rated support for popular music/video formats Low. Use this space to provide any specific comments you would like to share.	There is no aux plug in on the dash. -3 stars, especially since everyone uses an portable mp3 player now or phone.
You rated appearance of exterior paint Low. Use this space to provide any specific comments you would like to share.	The car had several paint chips on delivery. I could tell the paint was very thin. It has gotten more chips since I've owned it and I think it's because you cheaped out on paint. Very disappointing.
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	Shifting is sluggish at time.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	In addition to the shifting problems. The car actually locked up on me with less then 500 miles on it. I had to take it in and have them look at it. I was told its not a problem.

About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	don't remember.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	used Chevrolet. Malibu. 2009.
Primary vehicle you were considering:	new Ford. Taurus. 2012. Suburban.
Which of the following best describes the area you live in?	English.
What is your primary language?	
Please indicate your gender	
What year were you born?	
Please indicate your highest education level	Trade / technical school.
What is your current marital status?	
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	
What is your total household income (before taxes)?	\$25,000 - \$39,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG3DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	12/21/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6345210014
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M315205686
Color	PX8	PITCH BLACK					

Report Number		System Key	229613881	Report Version	1	Open Date	04/27/2013
Close Date	04/27/2013	Narrative Date	04/29/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight No Concerns.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? No.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply): Have not taken my vehicle to any dealer since taking delivery.

Please explain further about your choice to recommend your vehicle: I love the features plus upgraded audio system, transmission, and fuel economy and performance. Only the wind noise is slightly high - the 300 is probably better in this regards. I wish the styling was slightly better - not too crazy about the Duke's of Hazard look - Very satisfied.

Overall, how satisfied are you with the quality of your new vehicle? No (after completing your survey, we will provide a link to download your vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns: Slightly more acoustic insulation needed.

What has Chrysler done right? I love the Beats Audio System. Much better than your Alpine Sound System. I wish the Exterior Appearance was more beautiful and not so Confederate Redneck. But the rest of the package is great.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Overall audio, entertainment, and navigation system impression	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	2.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	2.
Side/profile view styling (driver's side or passenger's side exterior area)	2.
Rear view styling (rear fascia, bumper)	2.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	3.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	UConnect
Is there anything about your new vehicle you would like to see changed?	I like Beats Audio - wish it was even better.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	I wish it was even better. The Alpine system was not good at all. That would be a showstopper for me. I would pay for the Harman kardon system if it was a standalone upgrade.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Very easy.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Connection with IPOD for music is great. Wish i could control UConnect using steering wheel controls
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Very nice.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	I love the modern look of the interior. The grain on the instrument panel could be more elegant.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Its good but you could save some money - I don't need that much unique storage spaces like the under the seat. Too much.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Good space. I can fit my 2 car seats into the car with no problem.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	the car is loud - i wish there was more acoustic insulation.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	Seats were comfy. Wish it had more side support
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	The gear shifter is slightly annoying. I thought i put it into park but in fact it was only reverse. Dangerous.
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	I like LED lighting. Very modern.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	The car does have blind spots but its manageable.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Engine noise was good in the car.
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	Buttery smooth. Amazing.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Fuel economy is good for AWD.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	Feels solid.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I like the car except the styling is too polarizing. Make a vehicle beautiful (look at the Ford Fusion) without being polarizing and you'll have a hit. The Jeep Cherokee is a disaster how it looks. Being different is not the same as beauty.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Leather on seats could be tighter and better.

About You>	
Did you purchase or lease your vehicle?	Lease.
What price did you pay for your vehicle?	\$34k
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New
	Lincoln.
	MKS.
	2011.

About You>

Primary vehicle you were considering:

New
Ford.
Taurus.
2013.

Which online data sources, if any, influenced your buying decision? (check all that apply)

Consumer Reports.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Fuel Economy for AWD was crucial.

Primary vehicle in your household:

New
Dodge.
Journey.
2012.

Which of the following best describes the area you live in?

Suburban.

What is your primary language?

English.

Please indicate your gender

☐

What year were you born?

☐

Please indicate your highest education level

Graduate degree.

What is your current marital status?

☐

How many children 17 or under live in your household?

☐

Please indicate your ethnicity

☐

What is your total household income (before taxes)?

\$125,000 - \$149,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG2DH	Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	11/07/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6295220441
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M258298378
Color	PBG	GLACIER BLUE PEARL COAT					

Report Number		System Key	229613724	Report Version	2	Open Date	04/28/2013
Close Date	04/28/2013	Narrative Date	04/30/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Entertainment/Navigation System/Connectivity>

Please tell us your cell phone model	iPhone 4
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Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Is there anything about your new vehicle you would like to see changed?	I'd like a heads up display to make the navigation and radio info less distracting, a hard drive to store music from CD's, an around view parking assist, a better shifter for the transmission, and an alteration to the capless fuel filler so that you can remove the gas nozzle without gas dripping down the side of the car.
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About You>

What year were you born?	
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Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard>

To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
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Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	No problems.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	I love the profile with the classic RWD proportions, the long hood, and the wedge profile. The low and sleek roof and upper body crease are really nice. I like the way the C pillar and creases make a nice shoulder over the rear wheel. I also really like the fender arches around the wheels. I like how the trunk lid has that integrated spoiler that looks sporty in profile.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	I like the LED taillights, the dual exhaust, the integrated spoiler, the line running through the lights and rear bumper that connects the rear and I really like the peak created by the rear taillights that, in my opinion is reminiscent of a tail fin.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	I like the wheels that came with the Glacier Edition. To me they're both detailed and sporty. The tires look good too.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	The HID headlights are great. They are very bright and illuminate the road ahead. I love that they self-level and turn with the steering wheel. It makes night driving much better.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	I think the driving position is comfortable. The cloth/leather seats are comfortable and look cool. I love the gauges as they look retro. The blue interior lighting is soothing. I love the aluminum/piano black trim. The overall dashboard shape is nice too.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	The glovebox is large and fits what I need. The center armrest is large too. I love the big trunk compared to the small trunk in my previous car.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	I love the headroom. So many cars I test drove with a sunroof had a low roof that made me feel claustrophobic. This car is very spacious. The leg room is great too.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	I can enter the car without hitting my head and without kicking the side of the seat when entering. I can also exit the car without kicking/scuffing the bottom of the door.
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	The tilt and telescope feature functions well.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	I haven't had any problems with the controls while driving. Everything seems to be easy to use.
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	I like the ambient lighting in the door handles and the overhead ambient lighting. I also like the double light map lights which have come in handy.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	I like that the car sits up higher than other cars on the road, so I can see the road ahead rather than looking at the trunk lids of other cars. Even though this car has a low roof, I'm really surprised at how good the visibility is compared to most of the other cars I test drove. The pillars don't seem to obstruct your view as much as most other cars.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	The climate controls are so easy. I prefer using the hard controls because they're more convenient and I have already memorized most of the buttons so I don't even have to look to change them. The on screen controls are easy to understand.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	I love the sporty exhaust sound. That's something I really look forward to when I start the car every morning. It also sounds good when accelerating. It gives the car a sporty feel even though it's a V6.
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	The brakes are very responsive and I haven't noticed any weakness or lack of stopping power.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	The ride is very smooth and the suspension absorbs bumps well.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	The car handles really well, takes corners great and is fun to drive. I love how stable the car is and how the car isn't disturbed by passing tractor trailers. It is stable in the rain and snow as well and isn't thrown off course when hitting puddles, slush or snow.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Laurel Valley Motors in Latrobe is great!!! There is a friendly, honest, low pressure atmosphere there that was better than any of the dozens of dealerships I visited during my car search. My salesman, Bill Martz, knew the product inside and out, was patient and friendly, continually followed up with me and answered any questions I had immediately. The thing that really stood out to me was that he was willing to communicate through text which made it way easier to communicate with my busy schedule. Every other dealership would only call, and with how busy I am at work, I would often only be able to call back after the dealer was closed. It was great to be able to communicate during the workday since I'm not allowed to make phone calls at work.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I love the adaptive HID headlights, the LED daytime running lights, and the automatic high beams. They are way more useful than I ever thought. I like the features of the audio system, including the steering wheel radio controls, but especially the favorite button for the radio that alerts you when a favorite song is on the air. That's really cool! The panoramic roof is cool too. I never used the sunroof on my last car because it was small and in an odd position, but with this car I open the shade almost every day. I love the rear biased AWD. It really impresses me. Besides being stable and good in the snow, it also makes the car fun to drive in the corners. I was originally looking for a car with a torque vectoring rear differential, because I thought they were fun to drive. After I drove this though, I realized that they were just imitations of a rear drive system that is more fun.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG2CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	05/14/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6123220433
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K129268189
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	229998140	Report Version	2	Open Date	05/02/2013
Close Date	05/02/2013	Narrative Date	05/06/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight

Continuous Quality Insight	Vehicle Exterior. Features/Controls/Displays. Interior Climate Control. Interior Trim/Storage/Windows. Other.
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Interior Trim/Storage/Windows>Abnormal Noises>

Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.
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Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard>

How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	Rattle somewhere is dash - hard to locate exactly.
Please describe conditions when this trouble occurs:	Bumpy roads at higher speeds

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Other>

Please describe the other trouble you experienced:	Front doors: Tend not to "catch" or hold at useful places partially open but instead close. She stay open more easily. Gear Shift: Don't like it, often go past and back and forth to find right gear. Prefer more traditional shifter. Also, don't switch order of gears in sequence - not really easier, but annoying. Stop/Start: Dangerous - easy to leave on thinking it is in park and off but it is not (beeped but didn't hear it due to radio). Also button is right next to radio and about the same size. Prefer key and shifter on wheel. Ventilation: Seems like long delay before it kicks in. Why? Radio: Why is there an annoying "accept" delay? Operation when car off: Push button really annoying here. On typical car can turn key and use radio or windows while waiting in car. Here button pushing doesn't work well.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Always
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

What Can We Do Better?>

Feedback/Concerns:	Preferred to buy Challenger but did not have 8 speed transmission so bought Charger. Why not? Should keep both Town and Country and Caravan minivan versions in future. Need to improve small car engines (DART).
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What Can We Do Better?>	
What has Chrysler done right?	Improving vehicles. Jeep Grand Cherokee, Dodge trucks, large cars, minivans
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
Ease of using system displays while driving	3.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	3.
Headlight illumination/performance during night-time driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	5.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Size and comfort
Is there anything about your new vehicle you would like to see changed?	Gear shifter, on/off
Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Gear shifter is difficult to use and easy to pass desired gears. On/off is dangerously designed, located and sized.
About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	22000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Used Dodge. Charger. 2006.
Primary vehicle you were considering:	Dodge. Challenger. 2012.
Primary vehicle in your household:	New Chrysler. Aspen. 2008.
Secondary vehicle in your household:	Used Ford. Taurus. 2006.

About You>

Which of the following best describes the area you live in?

Suburban.

What is your primary language?

English.

Please indicate your gender

Male

Please indicate your highest education level

Graduate degree.

What is your current marital status?

Married

How many children 17 or under live in your household?

1

Please indicate your ethnicity

White

What is your total household income (before taxes)?

More than \$200,000.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG1DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	02/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6029321981
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K026361553
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	230286762	Report Version	2	Open Date	04/23/2013
Close Date	05/07/2013	Narrative Date	05/09/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 0-999.

Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Other.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCA9G9CH	Model Year	2012	Body	LXFP48	CHRYSLER 300 TOURING AWD FOUR DOOR SEDAN	
Built Date	05/14/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6116211075
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M090266014
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number	1	System Key	230560981	Report Version	2	Open Date	05/12/2013
Close Date	05/12/2013	Narrative Date	05/14/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State		MI	ZIP	48326 -275
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight

Continuous Quality Insight	Features/Controls/Displays. Entertainment/Navigation System/Connectivity. Interior Trim/Storage/Windows. Transmission and Drivetrain.
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Hard Controls/Menu

Hard Controls/Menu	Front seat audio/entertainment/navigation controls/menus broken/not working. Front seat audio/entertainment/navigation system did not meet expectations.
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Touchscreen Controls

Touchscreen Controls	Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. Touchscreen Controls/Menu: Front Screen Display does not meet expectations.
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Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.
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Entertainment/Navigation System/Connectivity>

Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	Samsung.
Please tell us your cell phone model	Stratosphere
If known, please tell us your software version	android
Entertainment/Navigation System/Connectivity	garage door opener

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system loses connection>

How often does this trouble occur?	Trouble occurs intermittently.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Is there more than one phone paired to the vehicle?	No.
Lost connection problem happens when:	Other: Please describe when this trouble occurs.
Additional Comments:	Some times both the radio and phone come in at the same time. The bluetooth h system stopped working and I had to have a module replaced.

Front seat audio/entertainment/navigation controls/menus broken/not working

Please indicate which controls/menus are broken/not working properly (check all that apply):	It never remembers my seat settings after someone gets into the car and readjusts the seat. The module has been replaced but the problem still exists.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	as above

Front seat audio/entertainment/navigation system did not meet expectations

Please indicate what about the system did not meet your expectations	There were too many unnecessary features on the car. Garage door opener, GPS.
--	--

Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working

Please indicate which controls/menus are broken/not working properly (check all that apply):	Radio changes channels on its own.
Please describe conditions when this trouble occurs:	whenever

Touchscreen Controls/Menu: Front Screen Display does not meet expectations

Touchscreen Controls/Menu: Front Screen Display does not meet expectations	
Please indicate why the front screen did not meet your expectations (check all that apply):	Display too large.

Features/Controls/Displays>Features and Controls>	
Features and Controls	Light switches/controls.

Features/Controls/Displays>Features and Controls>Light switches/controls>	
Light switches/controls	Exterior light controls work properly, but difficult to understand/use; in a poor location.

Features/Controls/Displays>Features and Controls>Light switches/controls>Exterior light controls work properly, but difficult to understand/use; in a poor location>	
Please indicate which of the following best describes your concern (check all that apply):	<input type="checkbox"/> Difficult to understand. <input type="checkbox"/> Difficult to use.
Please indicate which exterior light feature's controls are difficult to understand/use; are in a poor location (check all that apply):	<input type="checkbox"/> The headlights provide VERY POOR visibility. <input type="checkbox"/> Automatic light control.
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	<input type="checkbox"/> Controls require too much attention (must take eyes off the road) to operate.

Interior Trim/Storage/Windows>Abnormal Noises>	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.

Interior Trim/Storage/Windows>Operation and Functionality>	
Operation and Functionality	Sun Visor/Vanity Mirror is difficult to use.

Interior Trim/Storage/Windows>Appearance>	
Appearance	<input type="checkbox"/> Interior materials soils/scuffs too easily. <input type="checkbox"/> Sun Visor has gaps/poor fit.

Interior Trim/Storage/Windows>Broken/Damaged>	
Broken/Damaged	Overhead console is broken/damaged.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard>	
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	in front of the driver, along the dash
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	I complained but the dealership has never been able to locate and fix the noise.

Interior Trim/Storage/Windows>Appearance>Interior materials soils/scuffs too easily>	
Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:	The carpeting.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Interior Trim/Storage/Windows>Broken/Damaged>Overhead console is broken/damaged>	
Please describe in the box below where on the overhead console the trouble with broken/damaged materials is located:	sunglass holder
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	<input type="checkbox"/> Shift between gears is rough/harsh under normal driving conditions. <input type="checkbox"/> Slips/will not engage gear properly/shifts erratically. <input type="checkbox"/> Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>	
Going into which gear/gears does the trouble occur? (check all that apply)	<input type="checkbox"/> Difficult to tell if you are in drive,reverse or park. I had to literally chase the car as I thought it was in park and I was getting out and the car was rolling.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	<input type="checkbox"/> Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	<input type="checkbox"/> Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	<input type="checkbox"/> Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	<input type="checkbox"/> Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	<input type="checkbox"/> 0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Slips/will not engage gear properly/shifts erratically>	
Going into which gear/gears does the trouble occur? (check all that apply):	park, drive Reverse.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Reverse (R). Drive (D). Other (please describe).
Why is the gear selector difficult to operate?	Trouble occurs regularly.
How often does this trouble occur?	all the time, difficult to feel, tell what gear you are in
Please describe conditions when this trouble occurs:	Within the 1st month after delivery.
To the best of your recollection, the trouble was first noticed:	1500 - 3999 miles.
Approximate mileage when trouble was first noticed was:	

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Smartphone Application covers the necessary features	2 (disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).

What Can We Do Better?>	
Feedback/Concerns:	Need to change how the car shifts. You need to feel that you are in the correct gear. It is dangerous as currently designed. The computer has many bugs and the staff at the dealership is not familiar with how to deal with them. The headlights need improvement. They do not provide appropriate lighting.
What has Chrysler done right?	I love the exterior design.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	5.
Ease of using system displays while driving	2.
Integration with phones	1.
Integration with media players	4.
Navigation system route accuracy	3.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Rear view styling (rear fascia, bumper)	5.
Headlight illumination/performance during night-time driving	1.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	3.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	1.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	3.
How do you feel about the durability of your new vehicle?	3.
What is your attitude overall towards your new car?	3.
What are your favorite parts of your new vehicle?	exterior design, seats
Is there anything about your new vehicle you would like to see changed?	The shifting into gears, headlights, computer system

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>

You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	I am short and I am able to adjust the seat very comfortably.
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Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

You rated integration with phones Low. Use this space to provide any specific comments you would like to share.	See my prior comments
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The computer system has been a horror show! I had so many problems I was at the dealership every week for over a month and the problems were s ill present!!

About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$27,00
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New Chrysler. 300. 2005.
Primary vehicle you were considering:	Lexus. ES 350. 2012.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
Please indicate your highest education level	4 year college degree.
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/>

Vehicle Lookup

VIN	2C3CCABG2CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	04/27/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6018210478
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K113259114
Color	PX8	BLACK CLEAR COAT					

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Please tell us how many miles are currently on your vehicle: More than 10,000.

Continuous Quality Insight	Features/Controls/Displays.
	Entertainment/Navigation System/Connectivity.
	Interior Climate Control.
	Vehicle Exterior.
	Transmission and Drivetrain.
	Interior Trim/Storage/Windows.
	Engine.
	Steering, Handling, and Ride.
	Brake System.
	Other.
	Seats.

Exterior Appearance/Paint:	Paint chip/scratch/other surface damage from outside influence present at delivery.
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<p>Please indicate which body panels had paint chip/scratch/other surface damage present at delivery (check all that apply):</p>	<p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p> <p>Buffer swirl marks</p>
<p>Additional Comments:</p>	<p>Seems like the car was detailed before delivery. Buffer marks are present over the entire vehicle. Did not notice until after delivery. Must be viewed in correct light to see. It's apparent these swirls marks are deep in the paint and not the result of washing.</p>

Speakers	Speakers cut-in/out.
	Speakers make static or popping noises.
	Speakers have poor sound quality.
	Speakers are not loud enough.

Navigation System	Navigation system works, but missing information; has incorrect information; gives
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Entertainment/Navigation System/Connectivity>Navigation System>	
	wrong directions. Navigation system works, but traffic information doesn't work / or is difficult to understand. Difficulty accessing Points of Interest. Points of Interest not well defined. Points of Interest incorrect.
Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. Hands-Free Phone / Bluetooth system won't connect. Hands-Free Phone / Bluetooth system loses connection. Hands-Free Phone / Bluetooth system is difficult to use.
Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command. Voice Recognition feature does not have enough functions available.
Entertainment/Navigation System/Connectivity>	
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Samsung.
Please tell us your cell phone model	Galaxy Skyrocket II
If known, please tell us your software version	Jelly Bean
Entertainment/Navigation System/Connectivity	Nothing aftermarket
Entertainment/Navigation System/Connectivity>Speakers>Speakers cut-in/out>	
Please indicate which speaker has trouble (check all that apply):	Mainly with bluetooth with bluetooth wireless music streaming
Please indicate which media sources were being played (check all that apply):	Bluetooth Streaming.
Speaker trouble occurs:	At all volume levels.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Randomly and regularly
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Seems like electrical noise
Entertainment/Navigation System/Connectivity>Speakers>Speakers make static or popping noises>	
Please indicate which speaker has trouble (check all that apply):	Occurs only when streaming music thru bluetooth
Please indicate which media sources were being played (check all that apply):	Bluetooth Streaming.
Trouble with speaker occurs:	At all volume levels.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Seems like electrical noise/interference
Speakers have poor sound quality	
Please indicate which speaker has trouble (check all that apply):	All speakers in the vehicle.
Please indicate which media sources were being played (check all that apply):	CD. USB Drive. Bluetooth Streaming. FM. SD. Satellite Radio. AUX.
Trouble with speaker occurs:	At all volume levels.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Needs more equalizer bands. Three bands of equalization are not adequate.
Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>	
Please indicate which speaker has trouble (check all that apply):	All speakers in the vehicle.
Please indicate which media sources were being played (check all that apply):	CD. USB Drive. Bluetooth Streaming. FM. Satellite Radio.

Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>	
Trouble with speaker occurs:	AUX.
How often does this trouble occur?	Only at high volume levels.
Please describe conditions when this trouble occurs:	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At highway speeds with sunroof open
Approximate mileage when trouble was first noticed was:	1 to 3 months after delivery.
1500 - 3999 miles.	

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>	
Please indicate which of the following best describes your concern (check all that apply):	New roads/streets missing Information not current, no new updates to maps
Please indicate which navigation system item has trouble (check all that apply):	All problems are due to outdated maps. No current upgrades to map info. I have other Garmin products and maps are updated twice yearly. Have not been able to find updated maps for Chrysler. Map is missing information. Map contains incorrect information.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand>	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	The system announces "traffic ahead" in same areas all the time, regardless of time of day or night, whether adverse traffic conditions exists or not.

Difficulty accessing Points of Interest	
Please describe the trouble with the Points of Interest within the Navigation system	Difficult to find Points of Interest
Additional Comments:	System searches for several minutes with no results

Points of Interest not well defined	
Please describe the trouble with the Points of Interest within the Navigation system	Info out of date???

Points of Interest incorrect	
Please describe the trouble with the Points of Interest within the Navigation system	No info available or out of date

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system voice activation doesnt recognize command>	
Please indicate which words, if any, are constantly misrecognized:	So frustrating I don't attempt usage anymore
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When entering a number. When stating a name. When other people in the car are talking. When there is outside noise or the blower is on. Other: Please describe when this trouble occurs.
Do you usually set HVAC vent direction toward ceiling?	No.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system wont connect>	
How often does this trouble occur?	Trouble occurs intermittently.
Connection problem happens on:	Bluetooth connection between cell phone and the system.
Is there more than one phone paired to the vehicle?	Yes.
Connection problem happens when:	Starting up the system: cell phone is not automatically found and connected to the system.
Did the dealer attempt to help you pair your device?	No.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system loses connection>	
How often does this trouble occur?	Trouble occurs intermittently.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Is there more than one phone paired to the vehicle?	Yes.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system is difficult to use>	
Please indicate why the hands-free phone / bluetooth system is difficult to use:	Occasionally, cal will not disconnect. Have to shut off vehicle and restart to clear problem Voice commands are not recognized correctly.
Please indicate which system commands you were using at the time of trouble (check all that apply):	Phone calls.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesnt recognize	
--	--

command>	
Please describe when this trouble occurs:	When entering information. When stating a name. When other people in the car are talking. When there is outside noise or the blower is on.
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Don't use VR anymore...too frustrating...like talking to yourself
Brake System>Brake Operation>	
Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort.
Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort>	
Trouble with brakes occurs while traveling at these speeds (check all that apply):	High speeds (46 MPH and above).
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Trouble with brakes occurs during this type of braking (check all that apply):	Some imes it seems like car will not stop quickly wehn brakes ar quickly applied at noderate to high speed
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Interior Climate Control>Operation and Performance>	
Operation and Performance	Air condi ioner takes too long to get cold.
Interior Climate Control>Operation and Performance>Air conditioner takes too long to get cold>	
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):	Bright sun. Outside temperature over 80? F.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Engine>Engine Driveability (stumbles/hesitates/surges)>	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Engine>Engine Fuel consumption>	
Engine Fuel consumption	Fuel consumption is worse than expected.
Engine>Engine Fuel consumption>Fuel consumption is worse than expected>	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
Where do you do most of your driving?	Combination of city/highway driving.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).
Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Going into which gear/gears does the trouble occur? (check all that apply)	In Drive Mode - Automatic Shifts hesitates, then surges when from higher gear. In Sport Mode - Automatic and Manual shifts are fine See Above Comment See Above Comment
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	All transmisssion hesitations and delays occurs in Drive Mode automatic. Problem occurs when it downshifts to any lower gear. The lower he gear the more noticable the hesitation becomes. More noticable are shifts made at low and medium speeds. Manual shifts made with the paddles are fine. However, in Sport Mode all Automatic downshifts are fine. Normal acceleration. Hard acceleration. Maintaining a fairly constant speed while driving on steep/hilly roads. Maintaining a fairly constant speed on level roads.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Can't ever seem to be able to engage Reverse without missing it.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Shifter has no "feel" when shifting from Drive or Neutral to Reverse. You have to watch the shift indicator to know what gear you're in.


Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Overall, the car has exceeded my expectations.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	2 (disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Please provide feedback on how Chrysler can improve the Smartphone Application	Include more detailed info
What information did you need that was not included in the Smartphone Application?	More how to's

What Can We Do Better?>	
Feedback/Concerns:	My biggest issues are with the transmission Bluetooth apps, Navigation and the Beats Audio System. - Love the six speed transmission. Maybe software upgrades will fix hesitation issues and hardware modification to address the "no feel" issue with shifting in Reverse. Bluetooth Apps need attention of music breaking up, pausing, pops & crackles from electrical interference, from both internal and external sources. - Navigation needs more current updates from Garmin - Beats Audio would be a super good audio system if it added a seven or ten band equalizer rather than the current three band. More power is always good
What has Chrysler done right?	Practically everything! Styling, options, price to value, all good

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	My real concern at this point goes to the paint/finish. This vehicle was detailed at the dealership before I picked it up. There are swirl marks over the entire vehicle where a buffer was used. Initially, dealer response was positive and they said they would handle it. Now that winter is over and the weather has changed to where you can readily see the defect, I've not been able to contact the salesperson to set up an appointment to have it remedied. Phone calls and messages have not been responded to.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	3.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	3.
Navigation system route accuracy	3.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	1.
Front view styling (front fascia, hood, grille, headlight area)	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	2.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	5.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Size, roominess, comfort, backup camera, park assist, lane change detection system
Is there anything about your new vehicle you would like to see changed?	Automatic tilt down outside mirrors should be included with the Safety Tec Pkg. I've scrubbed two wheels parking

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Vehicle's a head turner, enjoy getting thumbs up from other drivers
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Unique, stately, poised, not overbearing. Luv to see one coming in the rearview mirror!
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Uniquely Chrysler
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	i really like the auto dim feature...set it auto and forget it. Headlights follow steering wheel around curves
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Plenty adjustment options for driver's seat. Interior's good but could use softer plastics on dash and doors
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Easy to ride for long periods of time. Great cruiser
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	I appreciate wide door opening for entering and exiting vehicle.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Quiet, even with sunroof open
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Smooth, not bouncy and floaty
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Milton Ruben provided a stellar buying experience. My hope is the paint issue can be resolved quickly.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	So far no major issues 9 months on the road
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	Great vehicle
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I'm really impressed with the blind spot detection, especially with large blind spots to the rear, backup camera is a must have as well as cross detection and camera.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
You rated appearance of exterior paint Low. Use this space to provide any specific comments you would like to share.	My only concern is the aforementioned issue with buffer swirl marks. I would really appreciate an expeditious response and solution to this issue. Any help you can give me would greatly be appreciated.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Music streaming noise problems need immediate attention

About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	33,900
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	new Dodge. Caravan.
Primary vehicle you were considering:	Toyota. Avalon. 2012.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Consumer Reports. Kelley Blue Book. Edmunds. Blogs (e.g., Truth About Cars). JD Power Reports. NHTSA or IIHS.
Primary vehicle in your household:	new Toyota. Avalon. 2007.
Secondary vehicle in your household:	used Chevrolet. Malibu. 2002. Suburban.
Which of the following best describes the area you live in?	
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	Trade / technical school.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	\$125,000 - \$149,999.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CDXH5G5CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	07/11/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6185210651
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K185298852
Color	PCL	BLUE STREAK PEARL COAT					

Report Number		System Key	231216540	Report Version	2	Open Date	05/21/2013
Close Date	05/21/2013	Narrative Date	05/23/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>							
Please tell us how many miles are currently on your vehicle:				More than 10,000.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Transmission and Drivetrain.			
				Entertainment/Navigation System/Connectivity.			

Touchscreen Controls							
Touchscreen Controls				Touchscreen Controls/Menu: Front Screen Display does not meet expectations.			

Media							
Media				USB Connection.			

Entertainment/Navigation System/Connectivity>Speakers>							
Speakers				Speakers rattle.			

Entertainment/Navigation System/Connectivity>Navigation System>							
Navigation System				Navigation system works, but missing information; has incorrect information; gives wrong directions.			
				Navigation system works, but traffic information doesn't work / or is difficult to understand.			

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>							
Hands-Free Phone / Bluetooth				Hands-Free Phone / Bluetooth system phonebook does not work correctly.			

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>							
Voice Activation / Recognition				Voice Activation / Recognition doesn't recognize command.			

Entertainment/Navigation System/Connectivity>							
Please choose your cell phone carrier				AT&T Mobile.			
Please choose your cell phone brand				Apple.			
Please tell us your cell phone model				Iphone 4			
If known, please tell us your software version				5.1			

Speakers rattle							
Please indicate which speaker has trouble (check all that apply):				If song has deep bass tends to vibrate and need to turn bass down below normal range. Bass is at normal			
Please indicate which media sources were being played (check all that apply):				Bluetooth Streaming.			
				Satellite Radio.			
Speaker trouble occurs:				At all volume levels.			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe conditions when this trouble occurs:				Deep Bass songs			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>							
Please indicate which of the following best describes your concern (check all that apply):				have found traveling to northern wisconsin that some roads that were put in during the last 3 years are missing			
Please indicate which navigation system item has trouble (check all that apply):				Map is missing information.			

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand>	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Had to turn voice off as I got tired of hearing traffic ahead..... When I am on a road that is empty at 0200 hours at night

Hands-Free Phone / Bluetooth system phonebook does not work correctly	
Please indicate which aspect of the phonebook does not work properly (check all that apply):	Phonebook download takes too long.
How many contacts do you have in your phone?	25-499.
How often does this trouble occur?	Trouble occurs intermittently.
Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?	I did, but it didn't address all my questions.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesnt recognize command>	
Please describe when this trouble occurs:	When stating a name. When there is outside noise or the blower is on.
Do you usually set HVAC vent direction toward ceiling?	Yes.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Problem seems to be with the pronunciation of words / names

Touchscreen Controls/Menu: Front Screen Display does not meet expectations	
Please indicate why the front screen did not meet your expectations (check all that apply):	the inability to use the screen while moving. If someone is sitting in the passenger seat it should be accessible

USB Connection	
Where is the location of the media port?	inside to the rear.
Please describe the trouble you experienced (check all that apply):	Would prefer it to be on the center console
Please indicate if you are able to do either of the following (check all that apply):	music is fine but unable to play audio books because it is not in the music area. very frustrating. Will not charge the ipad
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Stopped using the wire due to above issue. I listen to audiobooks often and have to stream instead

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).






Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Many times I have attempting to put the vehicle into park and found myself backing up. The electronic shift to park is a poor design. Many times I have attempting to put the vehicle into park and found myself backing up. The electronic shift to park is a poor design.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
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Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	2.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	3.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	5.
Engine sound	3.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.
Is there anything about your new vehicle you would like to see changed?	The electronic shift selector and the the steering weel radio controls

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	29000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	new Chevrolet. Avalanche. 2007.
Primary vehicle you were considering:	new Chevrolet. Camaro. 2013.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Edmunds. Blogs (e.g., Truth About Cars). NHTSA or IIHS.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	no room in back seat
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	
	le.
What year were you born?	
Please indicate your highest education level	4 year college degree.
What is your current marital status?	
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	
What is your total household income (before taxes)?	\$150,000 - \$199,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG7CH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	01/01/0001	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6186210890
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K168289129
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	231636963	Report Version	2	Open Date	05/28/2013
Close Date	05/28/2013	Narrative Date	05/30/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				5,000-6,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Engine.			
				Other.			

Engine>Engine Driveability (stumbles/hesitates/surges)>							
Engine Driveability (stumbles/hesitates/surges)				Engine stumbles/hesitates/surges.			

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>							
What type of fuel do you most often put into your vehicle?				Regular gasoline.			
What best describes the engine drivability trouble? (check all that apply):				Because of the efficient transmission, the car will surge when accelerating			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Other>							
Please describe the other trouble you experienced:				shifting is not efficient, electronics make shifting difficult to get in the right position			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by phone or e-mail.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				Yes.			
The Smartphone Application format is easy to understand and use				4 (agree).			
Information in the Smartphone Application is easy to find and access				4 (agree).			
Smartphone Application covers the necessary features				4 (agree).			
Please rate your overall level of satisfaction with the Smartphone Application				4 (satisfied).			

What Can We Do Better?>							
What has Chrysler done right?				this survey			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>							
Overall audio, entertainment, and navigation system impression				5.			
Clarity of sound				5.			
Ease of using system displays while driving				5.			
Integration with phones				5.			

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Integration with media players	5.
Navigation system route accuracy	3.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	2.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	2.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	3.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	front bumper is too low and hits many parking blocks, curbs. I have a dent ot prove it

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	design of low front bumper, shifter and jerking when accelerating

About You>	
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	new Buick. Lucerne. 2009.
Primary vehicle you were considering:	new Buick. LaCrosse. 2012.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	preferred the exterior sporty style of the 300
Primary vehicle in your household:	new Cadillac. XTS. 2013.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<input type="checkbox"/>
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/> n.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG3CH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	03/16/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6023210412
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K069236028
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	231939709	Report Version	1	Open Date	06/01/2013
Close Date	06/01/2013	Narrative Date	06/03/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 7,000-9,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Brake System.
Engine.

Hand Brake/Parking Brake

Hand Brake/Parking Brake Hand brake/parking brake requires too much effort to apply/release.

Hand brake/parking brake requires too much effort to apply/release

Please describe what requires too much effort (check all that apply): too much foot pressure required to apply.
too much foot pressure required to apply.
How often does this trouble occur? Trouble occurs regularly.
Please describe conditions when this trouble occurs: This is an engineering design fault.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Additional Comments: An electronic hand brake would be preferable.

Engine>Engine Driveability (stumbles/hesitates/surges)>

Engine Driveability (stumbles/hesitates/surges) Engine stumbles/hesitates/surges.

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>

What type of fuel do you most often put into your vehicle? Regular gasoline.
What best describes the engine drivability trouble? (check all that apply): sometimes hesitates hen surges when in 8 speed; less noticable in sport mode.
this is intermittent depending on driving conditions; traffic, etc.
Engine trouble occurs (check all that apply): Intermittent operation less than 50% of the time.
Engine trouble occurs after vehicle is started at: anytime, varies...
How often does this trouble occur? Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Additional Comments: This trouble is not so serious and I have not reported it to the dealer because I have become accustomed to this quirk.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.
Have you taken the vehicle to a dealer to have your trouble corrected? No.
Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.
Would you recommend this vehicle to family or friends? Yes.
Please explain further about your choice to recommend your vehicle: I have recommended this vehicle to my next door neighbor and he immediately purchased a 300 SRT and is very happy with his choice.
If our team has any additional questions about your responses, would you accept further contact? Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns: I love this car; gas mileage is surprisingly very good. Took a 300 mile trip and had a bit less than a half-tank left on arrival. Handles great and is an improvement over my earlier 300

What Can We Do Better?>	
What has Chrysler done right?	Tweaked the 300 and made a great car excellent. Continuous improvement on this V6 model will keep them flying out of the showrooms. The Consumer Reports ranking has helped tremendously in promoting the 300.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	ventilated seats and heated steering wheel, panoramic roof, rear sunshade, heated and cooled cupholders, HID headlamps...I could go on and on
Is there anything about your new vehicle you would like to see changed?	Transmission shifter operation

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	n/a
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	n/a
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	n/a
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Much improved over my 2012 Town and Country.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	n/a
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Excellent and easy to use Garmin system
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	n/a
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	This car just looks great.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	The gloss black has a flawless finish
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Great profile head on
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	great side profile...it just looks good
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	n/a
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Love the 20's on the luxo platinum edition
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	HID headlamps are great with the self-leveling feature.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	The seating is excellent with great support..no fatigue after a long trip, only stopping once in over 300 miles today.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	trunk space and folding rear seats adequate for this size vehicle.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	n/a
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	n/a
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	n/a
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	n/a
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	n/a
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	n/a
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	n/a
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	n/a
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	The 8 speed tranny makes this possible. Consider a CVT on a redesign.
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	n/a
You rated ride quality High. Use this space to provide any specific comments you would like to share.	n/a
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	n/a
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	My dealer went well above the call of duty
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	Previous models have fared well in the real world...
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	What more can I say...I love this car !
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I've said it all.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	This does not apply

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	43K
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	new Chrysler. Town & Country. 2010.
Primary vehicle you were considering:	new Hyundai. Azera. 2012.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Consumer Reports.

About You>

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Primary vehicle in your household:

Secondary vehicle in your household:

Which of the following best describes the area you live in?

What is your primary language?

Please indicate your gender

What year were you born?

Please indicate your highest education level

What is your current marital status?

How many children 17 or under live in your household?

Please indicate your ethnicity

What is your total household income (before taxes)?

Safety Tech package not available

new

Chrysler.

300.

2012.

new

Volvo.

S80.

2009.

Suburban.

English.

2 year college degree.

0.

\$80,000 - \$99,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH6GDH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	08/25/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6220221508
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K207212309
Color	PX8	PITCH BLACK					

Report Number		System Key	232617245	Report Version	2	Open Date	06/11/2013
Close Date	06/11/2013	Narrative Date	06/13/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	Engine.

Engine>Engine power>	
Engine power	Engine power is less than expected.

Engine>Engine power>Engine power is less than expected>	
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Trouble occurs while vehicle is (check all that apply):	Cruise control falls back a few mph then downshifts to catch up, wish it was steadier
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	normal driving
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please explain further about your choice to recommend your vehicle:	Impressed by the quality improvements Dodge has made in the last few years. Started with a 2012 Avenger SXT Plus but wanted more room.

What Can We Do Better?>	
Feedback/Concerns:	There should not be different power levels of the same engine, the V6 Charger should have the same 305 HP that the Challenger has, also since the Charger SXT already has an 8 speed transmission it should come standard with the 3.06 rear end for better acceleration. Really wanted an R/T model but didn't like that the 8 speed ZF transmission was not an option. Wish the drive shaft tunnel was a little narrower for knee width room. The Avenger SXT Plus had normal, non premium speakers, but they had better bass response than the so called premium Alpine speakers in the Charger SXT.
What has Chrysler done right?	As mentioned earlier, after my 2007 Monte Carlo SS was totaled I was forced to get something newer. I had never even considered Chrysler products before, but after I purchased a 2012 Avenger SXT Plus I was impressed with the quality of interior, the smooth Pentastar engine, and the stereo system. I would have kept that car except for one major design flaw, the leg room length was adequate but the knee width was confining, so traded up to a new Charger. I do want to add that the Avenger could be a serious competitor to the other midsize sedans with a slightly wider body and an 8 speed automatic paired with the Pentastar. I like the styling much better than the Avenger, the view out over the hood is grand, giving a feeling like you're in a suit of armor. The stability and road handling of rear wheel drive vs front wheel is much better, the car just feels solid. Don't ever deviate from making this car rear wheel drive.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	3.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	3.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	3.
Headlight illumination/performance during night-time driving	3.
Interior comfort, design and appearance of interior (overall impression)	3.
Vehicle storage and space usage	4.
Head/leg/foot room	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	3.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	3.
Engine sound	4.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	8 speed automatic transmission
Is there anything about your new vehicle you would like to see changed?	more power, 3.06 ratio without AWD package
Detail on High Rated Items	
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	Video should still play while car is rolling... passengers sometimes like to watch movies
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Very nice improvement over the previous Charger, the view over the hood from the driver's seat is unmatched by any other car, well maybe the Maxima. Most cars have a boring, flat hood that slopes down
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	I like the angry look of the front end, just wish it had some accent LED lights like the Chrysler 300
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	the scallops in the front doors, while controversial, are a nice touch
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	the 160 LED lights is a definitely unique and adds a nice touch
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	The shifter takes some getting used to.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	No visibility issues, would rather have thick A pillars and structural integrity than thin pillars with a little bit better view
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Redundant controls are appreciated
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Corners nicely even with the touring suspension

Detail on High Rated Items

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Third vehicle purchased from Twin Rivers, Nate has been an accommodating sales person.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The ride quality when hitting rough rail road tracks or driving on brick streets is far better than any car I've ever owned

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I understand that this is a heavier vehicle than my previous 2012 Avenger SXT Plus, but with the extra horsepower (292 vs 283) and an 8 speed transmission vs the Avengers 6 speed the Charger should accelerate at least as quickly as the Avenger, but it feels much more sluggish. The so called Alpine premium sound system is also a disappointment.
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About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$25770
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	used Dodge. Avenger. 2012.
Primary vehicle you were considering:	used Pontiac. G8. 2009.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Kelley Blue Book. Blogs (e.g., Truth About Cars).
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Was concerned that since Pontiac was an orphaned company and the warranty was about to expire that it would be a mechanical nightmare
Secondary vehicle you were considering:	used Nissan. Maxima. 2012.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	4 year college degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	\$100,000 - \$124,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG7DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	02/05/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6254221083
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M348216783
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	232789531	Report Version	2	Open Date	06/13/2013
Close Date	06/13/2013	Narrative Date	06/17/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 0-999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Transmission and Drivetrain.
Interior Trim/Storage/Windows.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission Hesitation or delay when shifting between gears.
Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Going into which gear/gears does the trouble occur? (check all that apply) when shifting park to drive, drive to reverse
Please indicate driving condition where the shifting trouble is noticeable (check all that apply): when manual shifting
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): Transmission shifter is dangerous and has nearly caused accidents
How often does this trouble occur? Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Additional Comments: Transmission shifter is dangerous and has nearly caused accidents

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Why is the gear selector difficult to operate? Other (please describe).
How often does this trouble occur? Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply): doesn't always go in the position that you expect
Please describe conditions when this trouble occurs: when shifting the trans
Additional Comments: I like the car but the transmission software needs improving to be less dangerous. It is not only me but my wife also has the same problem

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG0DH	Model Year	2013	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	03/23/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6064322015
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K081361107
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	232789586	Report Version	2	Open Date	06/13/2013
Close Date	06/13/2013	Narrative Date	06/17/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Features/Controls/Displays.			
				Entertainment/Navigation System/Connectivity.			
				Other.			

Touchscreen Controls							
Touchscreen Controls				Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.			

Media							
Media				USB Connection.			

Entertainment/Navigation System/Connectivity>Speakers>							
Speakers				Speakers have poor sound quality.			

Entertainment/Navigation System/Connectivity>Navigation System>							
Navigation System				Navigation system freezes-up/will not work.			

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>							
Voice Activation / Recognition				Voice Activation / Recognition doesn't recognize command.			
				Unnatural sounding voice or difficult to understand.			

Entertainment/Navigation System/Connectivity>							
Please choose your cell phone carrier				Verizon Wireless.			
Please choose your cell phone brand				Samsung.			
Please tell us your cell phone model				4G			
If known, please tell us your software version				Android			
Entertainment/Navigation System/Connectivity				IPOD			

Speakers have poor sound quality							
Please indicate which speaker has trouble (check all that apply):				has a raspy sound			
Please indicate which media sources were being played (check all that apply):				Not as clear as I would expect			
Trouble with speaker occurs:				At all volume levels.			
How often does this trouble occur?				Trouble occurs intermittently.			
Please describe conditions when this trouble occurs:				driving local streets			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work>							
Please describe conditions when this trouble occurs:				Not applicable			

Voice Activation / Recognition doesnt recognize command							
Please describe when this trouble occurs:				If I was listening to radio and then I pushed the VR button and would say: "dial" and it did not recognize that command			
What button did you use?				VR			
Do you usually set HVAC vent direction toward ceiling?				Yes.			
How often does this trouble occur?				Trouble occurs regularly.			

Unnatural sounding voice or difficult to understand	
Please describe when this trouble occurs:	I stated Dial and then when nothing happened I pushed the VR said call. It didn't recognize the command.
What button did you use?	I don't remember but a list of irrelevant commands came up on the scree.
Do you usually set HVAC vent direction toward ceiling?	VR
How often does this trouble occur?	Yes.
Additional Comments:	Trouble occurs regularly.
	Every time I try t make a call.
Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to see with sun glasses on. I'm over 65 and live in Arizona
Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):	I can't get pout of screen unless I push one of the other menu buttons such a radio.
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):	Screen is difficult to see with sun glasses on. Not true with my other car which is a 2012 Chevy
	sometimes push it more than once. and I was touching the symbol in the correct location.
USB Connection	
Where is the location of the media port?	To hard to reach unless I am stopped and must lean over and inevitably the USB plug is facing the wrong way.
Please describe the trouble you experienced (check all that apply):	see previously
Please indicate if you are able to do either of the following (check all that apply):	Charge devices.
	Play audio.
Please indicate the make, model, carrier, and software version on the device used (computer, tablet, etc.):	IPOD
How often does this trouble occur?	Trouble occurs regularly.
Other>	
Please describe the other trouble you experienced:	Why is the option Kilometers always listed on center screen by steering wheel? It never goes away. I do not need that option to be there all the time.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	They had to replace the entertainment system as the radio was intermittent. It took two weeks to get the new system part in.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissa isfied.
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	2.
Clarity of sound	2.
Ease of using system displays while driving	1.
Integration with phones	4.
Integration with media players	1.
Navigation system route accuracy	3.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.

Vehicle Satisfaction Ratings	
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	3.
Interior noise level while driving	3.
Seat adjustment and comfort	2.
Steering wheel adjustment	2.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	3.
Safety and visibility while driving	3.
Climate control operation (function and ease of use)	3.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	3.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	4.
Is there anything about your new vehicle you would like to see changed?	contourof he driver's seat

Detail on Low Rated Items	
You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.	put the KM or MPH as a master settings option and not on the display in from of the steering wheel.
You rated integration with media players Low. Use this space to provide any specific comments you would like to share.	clarity poor with AM radio from stations close by. When the IPOD was left in the car over night the radio would not work at all. I then unplugged the IPOD; let the car set over night and then the radio worked.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Going from Drive to park requires too much concentration to ensure it is the park position. Going from Park or Reverse to Drive sometimes require me to look down to see whether it is the correct gear. I feel the detent button on the shifting handle is not intuitive.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I was troubled by the fact the he radio had to be replaces at approximately 45 miles after I bought it. The dealer did not get it from Chrysler for over two weeks. When I brought the car in to have the radio replaced I was promised it would take 1 1/2 hours. From experience I knew it would taker longer. But not 3 1/2 hours.

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$5800
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	used Chevrolet. Corvette. 2003.
Primary vehicle you were considering:	Buick. Lucerne. 2011.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Kelley Blue Book. Edmunds.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	cost
Primary vehicle in your household:	new Chevrolet. Equinox. 2012.
Which of the following best describes the area you live in?	Suburban 55+ community

About You>

What is your primary language?	English.
What year were you born?	██████
Please indicate your highest education level	2 year college degree.
What is your current marital status?	██████
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	██████████
What is your total household income (before taxes)?	\$80,000 - \$99,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG1CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	09/21/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6253110779
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K157138887
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	232903558	Report Version	2	Open Date	06/14/2013
Close Date	06/16/2013	Narrative Date	06/18/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Features/Controls/Displays.
Transmission and Drivetrain.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken the vehicle to a dealer to have your trouble corrected? No.

Overall, how satisfied are you with the quality of your new vehicle? Satisfied.

Would you recommend this vehicle to family or friends? Yes.

Please explain further about your choice to recommend your vehicle: would like to see a sport mode with the 8 speed for manual shifting and be able to see engine oil life.

If our team has any additional questions about your responses, would you accept further contact? Yes, by e-mail only.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Transmission and Drivetrain>Transmission Noises>

Transmission Noises Transmission makes abnormal/excessive noises.

Transmission and Drivetrain>Transmission Noises>Transmission makes abnormal/excessive noises>

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):
Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.

How often does this trouble occur? Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Noise sounds like (Check all that apply): whistle sound when in reverse

Please indicate driving condition when noise occurs (check all that apply): backing up

What Can We Do Better?>

Feedback/Concerns: would like a sport mode for manual shifting and be able to see the engine oil life
What has Chrysler done right? better fit

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression 5.
Clarity of sound 5.
Ease of using system displays while driving 4.
Integration with phones 5.

Vehicle Satisfaction Ratings	
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	5.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Interior room especially rear seat
Is there anything about your new vehicle you would like to see changed?	Cup Holder location, thinner A & B pillars

Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	very easy to access
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	the quality of the sound with no speaker vibration.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	extremely easy to pair
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Absolutely love the overall design. The "mean" front end, the side creases, and the rear CHMSL
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	am [REDACTED]", father is same, son is [REDACTED] and all fit comfortably
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	have bad knees and back and no issues getting in and out. My father is [REDACTED] and has some problems but gets in and out of the car with no problem.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	usually don't see actuals close to projected but had 32 mpg in one stretch which surprised me and overall 28 mpg. drive 65 miles to work and back daily with half city and half highway.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	no pressure, very friendly, answered all questions, and allowed me to take the car home for the weekend. Financing thru the dealer was very easy. Could not beat the deal as it was a 2012 leftover.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I love the look of he car and it's size and have not been disappointed so far
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	have always like Charger

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The inability to see the engine oil life. would like to know in advance when due and not have a message go off that it needs to be performed soon. Reset procedure for oil change seems bizarre at best. Also location of cup holders with the height of the storage is a bit awkward.

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	25,175

About You>

Is this your first new vehicle ever purchased / leased?

Please tell us about the vehicle you replaced (if applicable)

Primary vehicle you were considering:

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Secondary vehicle you were considering:

Primary vehicle in your household:

Which of the following best describes the area you live in?

What is your primary language?

Please indicate your gender

What year were you born?

Please indicate your highest education level

What is your current marital status?

How may children 17 or under live in your household?

Please indicate your ethnicity

What is your total household income (before taxes)?

No.
used
Pontiac.
Grand Prix.
2004.
new
Volkswagen.
Passat.
2013.
the price of the charger
new
Mazda.
MAZDA6.
2012.
new
Chevrolet.
Equinox.
2011.
Suburban.
English.
.
. High school degree / GED.
0.
. \$100,000 - \$124,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAGXCH	Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	05/02/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6113210501
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K118262753
Color	PBV	BLACKBERRY PEARL COAT					

Report Number		System Key	233386127	Report Version	2	Open Date	06/23/2013
Close Date	06/23/2013	Narrative Date	06/25/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	No Concerns.

No Concerns>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Scheduled oil change and tire rota ion
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.

Vehicle Satisfaction Ratings

Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Transmission shifter does not have postive feedback

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Shifting the 8 speed transmission does not provide any positive feedback so knowing if the car is in park, reverse, neutral or drive can be subject to question.
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About You>

Did you purchase or lease your vehicle?	Purchase.
Is this your first new vehicle ever purchased / leased?	No.
Primary vehicle in your household:	New Chrysler. 300. 2012.
Secondary vehicle in your household:	New Chrysler. 300. 2006.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="text"/>
Please indicate your highest education level	High school degree / GED.
What is your current marital status?	<input type="text"/>
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="text"/>
What is your total household income (before taxes)?	\$100,000 - \$124,999.

Vehicle Lookup

VIN	2C3CCARG7DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	12/08/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6331221391
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M290297346
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	Features/Controls/Displays. Transmission and Drivetrain. Other.
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Features and Controls	Rear view mirrors (interior/exterior). Sunroof/moonroof controls. Horn.
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Displays and Instruments	Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.
---------------------------------	---

Additional Comments:	Outer AC bezels are bright metal and reflect in door glass often annoying and/or distracting driver
-----------------------------	---

Horn	Horn works properly, but is difficult to understand/use.
------	--

Additional Comments:	Seems to work when depressed in a small difficult to find area on upper steering wheel pad
-----------------------------	--

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
------------------------	---

Going into which position is the gear selector difficult to operate? (check all that apply):	Difficult to place in desired gear or park without being very careful and keeping your eyes on dash indicator
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Normal operation/gear changing
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Have had 4chryslers and this type of shifter is the only bad shifter I have had. Difficult to place in desired gear on first try

Please describe the other trouble you experienced:	Hate perking brake. Push to both engage and to release bad idea. Way to go is either electronic or automatic release when placed into gear
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	System is not intuitively obvious
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Great riding, roomy, loaded with technology, and nice looking vehicle
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
What Can We Do Better?>	
Feedback/Concerns:	I would modify approx. 6 items in the car to make the overall automobile ideal
What has Chrysler done right?	Overall, great car with some features (most minor) that I just do not like
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Gear shift, parking break and several minor dislikes [REDACTED]
Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	3.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	3.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	2.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	4.
Seat adjustment and comfort	5.
Steering wheel adjustment	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	3.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	3.
Ride quality	5.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	Styling
Is there anything about your new vehicle you would like to see changed?	Parking brake

Detail on High Rated Items

You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Needs side trim like me 2006 Chrysler 300
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Exhaust pipes should connect to visible oval pipes seen unread of vehicle
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	Seats could be slightly wider on door side of seat
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	None
You rated engine sound High. Use this space to provide any specific comments you would like to share.	None
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	None
You rated ride quality High. Use this space to provide any specific comments you would like to share.	None
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Purchase went smoothly....good dealership
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Love the exterior and interior styling

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Again, gearshift ang some confusion with soft keys
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	parking brake, gearshift selector, and upper limits on headlight illumination.

About You>

Did you purchase or lease your vehicle?	Purchase.
Is this your first new vehicle ever purchased / leased?	No.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Kelley Blue Book.
Secondary vehicle you were considering:	Cadillac. ATS. 2013.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	█
Please indicate your highest education level	4 year college degree.
What is your current marital status?	█
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	█
What is your total household income (before taxes)?	\$40,000 - \$59,999.
What price did you pay for your vehicle?	34,400
Please tell us about the vehicle you replaced (if applicable)	New Chrysler. 300. 2006.
Primary vehicle you were considering:	Used Mercedes-Benz. E-Class. 2011.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Used vs new
What year were you born?	█

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG2CH	Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	05/31/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6143220187
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K150278252
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	233907364	Report Version	1	Open Date	06/28/2013
Close Date	06/28/2013	Narrative Date	07/01/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: More than 10,000.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight No Concerns.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):
Had a rattle whig was fixed.
I have my vehicle serviced on a regular basis at the dealership.
Had a small paint chip by the passenger side rear wheel well. Love the paint on my car and the fixed it perfectly.

Please explain further about your choice to recommend your vehicle: Love everything about the vehicle. Highway fuel mileage in incredible. V6 8 Speed transmission.

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns: I only have one design issue with the car. The shifter is difficult to use the way its designed. Normally operation (gear selection) with brake involved is awkward.

What has Chrysler done right? Everything!!! Love my car brag about it all the time.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you. My cell is 928.486.4690. Two subjects transmission shifter, and uConnect enhancements.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	5.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	3.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.

Vehicle Satisfaction Ratings	
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Fuel Mileage (Highway)
Is there anything about your new vehicle you would like to see changed?	Shifter (Gear Selection)

Detail on High Rated Items	
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Love my car!!! Keep up the good work.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	My cars paint is outstanding and overall look is excellent.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	I like the new headlight design
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Wish I would have ordered the fancy bigger wheels but other then that it looks great.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	The new rear styling look very nice.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Bright is very bright and useful.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	I'm a big boy and your car fits me well.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Largest I've seen in any car
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	When I have room to swing the doors all the way open its great. In a tight parking spot I have to do a little twisting to exit or enter
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Very quit, Initially I had a bad rattle (Overhead Console) but it was fix perfect.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	I fit perfect in his car.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	t provides great visibility minimal blind spots.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	The V6 is a rocket. I love it
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Actually have accidentally left the car running it's so quiet.
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	Love the 8 speed very smooth.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I've gotten as high as 34.8 MPG on the highway. Went 561 miles on a tank of gas still had plenty left. Highway Mileage is my favorite feature
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Used a friends and family discount, factory rebate, and got good value for my old 300. Salesman was knowledgeable.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	I'm hope its great Will let you know.
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	I got a good deal when I purchased the car so I hink the value is good.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I love it.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	I bought GM vehicles for years. My first Chrysler product was a 2007 Chrysler 300. I liked it so I keep returning and my new one is the best one yet.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Highway Mileage is incredible for this size of car.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

Gear selection is awkward.

About You>

Did you purchase or lease your vehicle?

Purchase.

What price did you pay for your vehicle?

around \$28,000 :-)

Is this your first new vehicle ever purchased / leased?

No.

Please tell us about the vehicle you replaced (if applicable)

Chrysler.

300.

2007.

Primary vehicle you were considering:

Jeep.

Grand Cherokee.

2012.

Which online data sources, if any, influenced your buying decision? (check all that apply)

Consumer Reports.

JD Power Reports.

Secondary vehicle you were considering:

New

Jeep.

Wrangler Unlimited.

2013.

Secondary vehicle in your household:

New

Nissan.

350Z.

2007.

Which of the following best describes the area you live in?

Resort Community

What is your primary language?

English.

Please indicate your gender

☐

What year were you born?

☐

Please indicate your highest education level

4 year college degree.

What is your current marital status?

☐

How many children 17 or under live in your household?

☐

Please indicate your ethnicity

☐

What is your total household income (before taxes)?

\$125,000 - \$149,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGGXDH	Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	04/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE				Serial#	6047311345
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K096363221
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number	1	System Key	234045637	Report Version	2	Open Date	07/01/2013
Close Date	07/01/2013	Narrative Date	07/03/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle: 3,000-4,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Features/Controls/Displays.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? No.

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Would you recommend this vehicle to family or friends? Yes.

Please explain further about your choice to recommend your vehicle: This is my second 300. This one has an even better ride than my first. Very satisfied except for gear shift.

If our team has any additional questions about your responses, would you accept further contact? Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Yes.

The Smartphone Application format is easy to understand and use 3 (neither agree nor disagree).

Information in the Smartphone Application is easy to find and access 3 (neither agree nor disagree).

Smartphone Application covers the necessary features 3 (neither agree nor disagree).

Please rate your overall level of satisfaction with the Smartphone Application 5 (very satisfied).

Please provide feedback on how Chrysler can improve the Smartphone Application The dealer had to program my phone into bluetooth in car. I wasn't able to do it.

What Can We Do Better?>

Feedback/Concerns: See above regarding gear shift

What has Chrysler done right? A lot. This car rides great and I now have the 300 S that gets better mileage than my other 300 C and has all wheel drive. The blue tooth is a great feature. It's a great looking car too.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you. cell

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression 5.

Clarity of sound 5.

Ease of using system displays while driving 3.

Integration with phones 4.

Integration with media players 5.

Navigation system route accuracy 4.

Support for popular music/video formats 5.

Exterior design and appearance (overall impression) 5.

Appearance of exterior paint 5.

Front view styling (front fascia, hood, grille, headlight area) 5.

Side/profile view styling (driver's side or passenger's side exterior area) 5.

Rear view styling (rear fascia, bumper) 5.

Wheels, rims, and tires appearance and styling 5.

Vehicle Satisfaction Ratings

Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	4.
Engine sound	5.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	great ride, comfort, mpg's are good considering it has good power.
Is there anything about your new vehicle you would like to see changed?	gear shift

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	can't tell what gear you're in w/o looking at the dash. If you're trying to get into a parking space quickly, parallel parking....good luck.
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About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	about \$35,000.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	new Chrysler. 300. 2007.
Primary vehicle you were considering:	Chrysler.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	vehicle was a Charger. Liked the options on the 300 better
Primary vehicle in your household:	new Pontiac. Torrent. 2007.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	4 year college degree.
What is your current marital status?	<input type="checkbox"/> .
How many children 17 or under live in your household?	<input type="checkbox"/>
Please indicate your ethnicity	<input type="checkbox"/> .
What is your total household income (before taxes)?	\$150,000 - \$199,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH9DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	05/02/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	TBD V6 ENGINE			Serial#	6098321347	
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			Serial#	K119361412	
Color	PX8	PITCH BLACK					

Report Number		System Key	234111940	Report Version	2	Open Date	07/02/2013
Close Date	07/02/2013	Narrative Date	07/04/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight: Transmission and Drivetrain.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission: Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply): Easy to miss reverse and end up in 'park'.
Same applies to 'drive' to easy to wind up in 'low'.
Why is the gear selector difficult to operate? Other (please describe).
How often does this trouble occur? Trouble occurs intermittently.
Please describe conditions when this trouble occurs: If you are in 'drive' and need to immediately get into 'reverse' to avoid a collision as in a parking lot, you can easily wind up in 'park' instead.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Additional Comments: Would prefer the old 'stick' as in the 'five' speed transmission models or even a column shifter as in the 'police' models.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.
Have you taken the vehicle to a dealer to have your trouble corrected? No.
Overall, how satisfied are you with the quality of your new vehicle? Satisfied.
Would you recommend this vehicle to family or friends? Yes.
Please explain further about your choice to recommend your vehicle: Good performance and fuel mileage so far. Looks good, roomy and comfortable.
If our team has any additional questions about your responses, would you accept further contact? Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns: Only real dislike is the operation of the spring loaded electronic transmission shifter. it is awkward and not precise.
What has Chrysler done right? Generally the vehicle is OK, looks like a car and not like a generic beanbag.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.
Please provide us with a phone number you can be reached at during daytime hours. Thank you. Transmission shifter

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression 5.
Clarity of sound 5.
Ease of using system displays while driving 4.
Navigation system route accuracy 4.
Support for popular music/video formats 4.

Vehicle Satisfaction Ratings	
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Comfort,style,performance and fuel mileage.
Is there anything about your new vehicle you would like to see changed?	Yes, transmission shifter & have the center console storage box open from the side as to the front where it gets in the way with the armrest all the way up tp find some thing without taking your eyes off of the road.

Detail on High Rated Items	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Good looking car, looks like a car, not a generic beanbag.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Car has nice profile.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Previous vehicle had Michilin MXV4 tires,they were outstanding hope these are as good
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	could improve the center console storage box door to open from the side as opposed from the front and up.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Car rides firm and well controlled.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Sales person was courteous and helpful. Absolutely no 'pressure', easy to talk to and deal with.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I generally like this car, hope I can say the same thing a few years from now.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Performance and fuel economy (so far).

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Basic concern is he transmission gear selector,would prefer the 'old' not spring loaded gear shifter.

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$26.499.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	new Chevrolet. Monte Carlo. 2001.

About You>

Primary vehicle you were considering:

new
Chevrolet.
Impala.
2014.

Secondary vehicle you were considering:

new
Chevrolet.
Impala.
2014.

Primary vehicle in your household:

new

Secondary vehicle in your household:

new
Dodge.
Dakota.
2005.

Which of the following best describes the area you live in?

Rural.

What is your primary language?

English.

Please indicate your gender

What year were you born?

Please indicate your highest education level

2 years college

What is your current marital status?

How may children 17 or under live in your household?

0.

Please indicate your ethnicity

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG8CH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	01/01/0001	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6166210924
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K172291432
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	234304845	Report Version	1	Open Date	07/06/2013
Close Date	07/06/2013	Narrative Date	07/08/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				5,000-6,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Engine.			

Engine>Engine Driveability (stumbles/hesitates/surges)>							
Engine Driveability (stumbles/hesitates/surges)				Engine stumbles/hesitates/surges.			

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>							
What type of fuel do you most often put into your vehicle?				Regular gasoline.			
What best describes the engine drivability trouble? (check all that apply):				This occurs only in the first 3 t 4 minutes after start-up.			
Engine trouble occurs (check all that apply):				Within first 5 minutes after starting vehicle.			
Engine trouble occurs after vehicle is started at:				Only happens at 70 or more degrees ambient temperature.			
How often does this trouble occur?				Warm condition - after vehicle is off for 1 - 6 hours.			
Please describe conditions when this trouble occurs:				Trouble occurs intermittently.			
To the best of your recollection, the trouble was first noticed:				After backing out of my garage & drivhg forward 1/2 of a block.			
Approximate mileage when trouble was first noticed was:				More than 3 mon hs after delivery.			
				1500 - 3999 miles.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
Please explain further about your choice to recommend your vehicle:				I am really enjoying the drivability & performance of the 8-speed transmission, and the added safety of the back-up camera that has a clear & large screen.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by e-mail only.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

What Can We Do Better?>							
Feedback/Concerns:				Electronic shifter sometimes balks at going into DRIVE after backing out of a parking space.			
What has Chrysler done right?				I feel great driving this 300 Limited after owning 2 Japanese high quality imports since 1988 through 2009. The 2012 styling gets me many unexpected compliments.			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Satisfaction Ratings							
Overall audio, entertainment, and navigation system impression				5.			
Clarity of sound				5.			
Ease of using system displays while driving				5.			
Integration with phones				4.			
Integration with media players				3.			
Navigation system route accuracy				4.			

Vehicle Satisfaction Ratings	
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Transmission & rear-view camera.
Is there anything about your new vehicle you would like to see changed?	Include memory seats in this 300 limited model.

Detail on High Rated Items	
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	The higher curb clearance of the front bumper sure beats the 2006 300C model!
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	I like the full-rising trunk lid and the reasonably low lift profile for loading luggage.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	It's nice to have 3 detents for door positioning when in tight parking spaces.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	My comment about not having a 2 position memory seat in the 300 Limited still applies.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	I don't miss the "hemi" that I had in the 2006 300C. This V-6 is driven more "sanely", & I still find myself "a bit ahead" of stoplight traffic, & I don't even try!
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	Almost a V-8 sound.
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	Not getting any "jerky" shifts.
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	I have driven some European rentals with excellent brakes like this 300, and I really appreciate these. Nice improvement!
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Good for both front and rear passengers.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Great turning radius for this full-size car.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	I almost got minor repairs made to my 2006 300C, but I felt better about this "definitely feature-laden" 2012 model, and I have to think that I made a reasonable purchase for this new model - especially now, 9 mos. later.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	Not many miles driven (retiree), but will see if a proposed longer rode-trip keeps me happy!
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	Chrysler has been on a better track, lately. I even see many good things in print that are unsolicited.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	It's "classy" and runs well, and keeps me away from so many gas stops.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	I always noticed 300's in town & on the road, and now I'm driving one!

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

I'm pleased to drive "American", even if it is "Imported from Detroit!" Understand?

About You>

Did you purchase or lease your vehicle?

Purchase.

What price did you pay for your vehicle?

\$19,844 with trade,+ \$2,814 maint.contract.

Is this your first new vehicle ever purchased / leased?

No.

Please tell us about the vehicle you replaced (if applicable)

Used

Chrysler.

300.

2006.

Primary vehicle you were considering:

Used

Acura.

TL.

2012.

Which online data sources, if any, influenced your buying decision? (check all that apply)

Consumer Reports.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Interior & trunk space

Which of the following best describes the area you live in?

Suburban.

What is your primary language?

English.

Please indicate your gender

■

What year were you born?

■

Please indicate your highest education level

Graduate degree.

What is your current marital status?

■

How many children 17 or under live in your household?

0.

Please indicate your ethnicity

■

What is your total household income (before taxes)?

\$40,000 - \$59,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG0DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	05/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	1117310332
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K128363293
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	234304968	Report Version	1	Open Date	07/06/2013
Close Date	07/06/2013	Narrative Date	07/08/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Transmission and Drivetrain.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Slips/will not engage gear properly/shifts erratically.			
				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Slips/will not engage gear properly/shifts erratically>							
Going into which gear/gears does the trouble occur? (check all that apply):				Have had several instanscs where I thought I put the car in park and got out of the vehiclle and it was in neutral. The car started rolling down hill and I had to jump back in to stop it. This probably needs to be addressed before someone gets hurt and/or property is damaged.			
				Reverse.			
Are you using your vehicle for towing when the problem occurs?				No.			
How often does this trouble occur?				Trouble occurs intermittently.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				I would prefer a mmore tradi ional shift lever. Park up front, drive in the middle and reverse at the bottom.			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				Park (P).			
				Reverse (R).			
				Drive (D).			
Why is the gear selector difficult to operate?				Gear selector requires too much effort/force to operate.			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe conditions when this trouble occurs:				Parking the car			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by phone or e-mail.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

What Can We Do Better?>							
Feedback/Concerns:				I really like everuthing about this car and think it is excellent except for the shift lever issue. I think that is a safety concern and eventually there probably will be a recall on it. I have gotten out of the car several times after I shifted into park only to find the car rolling down hill because it was in neutral and had not shifted to park.			

What Can We Do Better?>

What has Chrysler done right?

It is a very smooth riding quiet car and handles quite nicely. The car has a lot of interior room and I like that along with a stylish look. I like the brake warning system and would like to see it advanced where it actually applies the brakes automatically on your next model upgrade.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	4.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	4.
Navigation system route accuracy	5.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	Built in Navigation and integrated phone
Is there anything about your new vehicle you would like to see changed?	Shifter

About You>

Did you purchase or lease your vehicle?

Purchase.

What price did you pay for your vehicle?

Aprox \$39,xxx including sales tax.

Is this your first new vehicle ever purchased / leased?

No.

Please tell us about the vehicle you replaced (if applicable)

new

Buick.

Lucerne.

2009.

new

Primary vehicle you were considering:

Chrysler.

300.

2013.

About You>

Primary vehicle in your household:

new
Ford.
Explorer.
2012.

Secondary vehicle in your household:

new
Ford.
Expedition EL.
2007.

Which of the following best describes the area you live in?

Suburban.

What is your primary language?

English.

Please indicate your gender

Male

What year were you born?

1980

Please indicate your highest education level

2 year college degree.

What is your current marital status?

Married.

How many children 17 or under live in your household?

1

Please indicate your ethnicity

White.

What is your total household income (before taxes)?

More than \$200,000.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG1DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	10/09/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6272211064
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K244222904
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	234594718	Report Version	2	Open Date	07/10/2013
Close Date	07/10/2013	Narrative Date	07/12/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	Features/Controls/Displays. Transmission and Drivetrain.

Features/Controls/Displays>Displays and Instruments>	
Displays and Instruments	Clock works properly, but is difficult to understand/use; controls/displays are in a poor location.

Features/Controls/Displays>Displays and Instruments>Clock works properly, but is difficult to understand/use; controls/displays are in a poor location>	
Please indicate why the clock controls/displays are difficult to understand/use; are in a poor location (check all that apply):	shape of clock makes it hard to read

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	does not always go into park and stops in neutral does not always go into drive
Why is the gear selector difficult to operate?	Other (please describe).
Please describe conditions when this trouble occurs:	The system designed for shifting is cute but not as functional as the system used on the five speed. The 8 speed does not work well for down shift ing as
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	The 2013 is a better car than my 2010 and 2005 300's. I would like to see a hemi 8 speed trans with he 5 speed shif ing lever.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>	
What has Chrysler done right?	The car is good it now has over 38,000 miles. On trips it averages 30 mpg or better, generally at 75+ mph. I have replaced the tires with Continental at 38,500 as some were worn to 4/32.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	5.

Vehicle Satisfaction Ratings	
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	3.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	4.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	I would like to be able to raise and lower the drivers seat. I frequently adjust as I drive. Many of my trips are over 600 miles per day.
Is there anything about your new vehicle you would like to see changed?	no

Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	The center storage has a shelf that is a pain in the neck. I prefer the type in the 2010.
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	I use the system frequen ly as I go to many small towns. It generally is correct.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	I had the dealer lower the adjustment as the lights were blinding on coming cars.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	It is a great car for long distances. This car has been to both coasts, new mexico, texas and other shorter trips.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	I have been purchasing cars at Roanoke Motors since 1963. Most of these have had a 100,000 to 225,000 miles with minor problems. The dealer is the finest for sales and service. I use them for all maintenance. We consider them to be friends.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I have no complaints.

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	43000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	new Chrysler.
Primary vehicle you were considering:	did not consider another brand

About You>

Which online data sources, if any, influenced your buying decision? (check all that apply)

Edmunds.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

I have always had Chrysler products

Primary vehicle in your household:

new

Chrysler.

Secondary vehicle in your household:

new

Jeep.

Which of the following best describes the area you live in?

Suburban.

What is your primary language?

English.

Please indicate your gender

Male

What year were you born?

1980

Please indicate your highest education level

degree required 6 years

What is your current marital status?

Married

How many children 17 or under live in your household?

0.

Please indicate your ethnicity

White

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG0DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	01/23/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6005311257
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K348256401
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	234687034	Report Version	2	Open Date	07/11/2013
Close Date	07/11/2013	Narrative Date	07/15/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight No Concerns.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply): Have not taken my vehicle to any dealer since taking delivery.

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Yes.

The Smartphone Application format is easy to understand and use 4 (agree).

Information in the Smartphone Application is easy to find and access 4 (agree).

Smartphone Application covers the necessary features 4 (agree).

Please rate your overall level of satisfaction with the Smartphone Application 4 (satisfied).

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression 4.

Clarity of sound 3.

Ease of using system displays while driving 4.

Integration with phones 4.

Integration with media players 4.

Navigation system route accuracy 2.

Support for popular music/video formats 2.

Exterior design and appearance (overall impression) 4.

Appearance of exterior paint 4.

Front view styling (front fascia, hood, grille, headlight area) 4.

Side/profile view styling (driver's side or passenger's side exterior area) 4.

Rear view styling (rear fascia, bumper) 4.

Wheels, rims, and tires appearance and styling 4.

Headlight illumination/performance during night-time driving 4.

Interior comfort, design and appearance of interior (overall impression) 3.

Vehicle storage and space usage 4.

Head/leg/foot room 4.

Ease of getting into and out of vehicle 4.

Interior noise level while driving 2.

Seat adjustment and comfort 4.

Steering wheel adjustment 4.

Operating controls while driving (gear selector, turn signals, horn, etc.) 4.

Location and usefulness of interior lighting 4.

Safety and visibility while driving 4.

Climate control operation (function and ease of use) 4.

Vehicle Satisfaction Ratings	
Engine performance during acceleration	3.
Engine sound	3.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	bluetooth capabilities and gas mileage

Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Salesman was wonderful and the dealership is the best
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	Feels and drives like a durable vehicle, heavier car than I have driven in the past
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	High performance car with great gas mileage
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	I am a big fan of Dodge

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Car has a rough feel when changing gears, there is more noise in the car while traveling. This affects the use of the phone with the bluetooth

About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	36000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Dodge. Avenger. 2011. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	Dodge. Charger. 2013. Primary Considered Vehicle: New.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Consumer Reports.
Primary vehicle in your household:	Dodge. Charger. 2013. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	Jeep. Wrangler. 2003. Secondary Household Vehicle: Purchased Used.
Which of the following best describes the area you live in?	Urban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	<input type="checkbox"/>
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	\$125,000 - \$149,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG9DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	05/25/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6134321614
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K145363114
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	235990099	Report Version	2	Open Date	07/26/2013
Close Date	07/26/2013	Narrative Date	07/31/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326	-275
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight
Transmission and Drivetrain.
Interior Climate Control.
Entertainment/Navigation System/Connectivity.
Features/Controls/Displays.

Touchscreen Controls

Touchscreen Controls
Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.
Touchscreen Controls/Menu: Front Screen Display is broken/not working.

Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System
Navigation system works, but missing information; has incorrect information; gives wrong directions.
Navigation system works, but traffic information doesn't work / or is difficult to understand.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

Voice Activation / Recognition
Voice Activation / Recognition doesn't recognize command.
Voice Activation / Recognition finishes before completing a command.
Voice Recognition feature does not have enough functions available.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

Please indicate which of the following best describes your concern (check all that apply):
Volume is too low on spoken turn directions. Can not adjust volume up. Other navigation equipment gives a gong or similar sound exactly when turn off is expected to be made.
Please indicate which navigation system item has trouble (check all that apply):
Spoken site locations are consistently interpreted incorrectly.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesn't work/or is difficult to understand>

Please indicate what issues you are experiencing with the traffic information (check all that apply):
Difficult trying to get back to normal map after checking on information about traffic accident.

Voice Activation / Recognition doesn't recognize command

Please describe when this trouble occurs:
Naming a city and the state of MD and the screen comes up with 3 completely different locations in other states.
When entering information.
What button did you use?
Voice entry button
Do you usually set HVAC vent direction toward ceiling?
No.
How often does this trouble occur?
Trouble occurs regularly.

Voice Activation / Recognition finishes before completing a command

Please describe when this trouble occurs:
When stating a name.
What button did you use?
voice entry button
Do you usually set HVAC vent direction toward ceiling?
No.
How often does this trouble occur?
Trouble occurs regularly.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough

functions available>	
Please describe additional functions you would like to have:	Instructions come over the speaker while in the middle of giving the information of the address requested.

Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):	Buttons on back of steering wheel are too easily bumped in normal driving
Additional Comments:	Electronic gear shift (8 spd) functions VERY poorly. Have to move it backand forth several times to get it into park or R. Frequently the transmission is busy shifting when going from a slow down to resuming giving it gas and it clunks into gear roughly.

Features/Controls/Displays>Features and Controls>	
Features and Controls	Active Suspension System.

Active Suspension System	
Active Suspension System	Active suspension system is broken/not working.

Active suspension system is broken/not working	
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe the trouble experienced with the active suspension system:	A repeated thumping noise heard
Please describe conditions when this trouble occurs:	With a full load of people
Additional Comments:	With a full load of people in auto a noisy thumping noise heard in direction of right rear wheel.

Interior Climate Control>Operation and Performance>	
Operation and Performance	Front heating, ventilation and air conditioning vents are broken/not working. Heating, ventilation and air conditioning doesn't maintain desired temperature.

Front heating, ventilation and air conditioning vents are broken/not working	
Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Please indicate which control is broken/not working properly (check all that apply):	When stating out with mild temperatures the air flow does not circulate enough fresh air or something and the temp has to be lowered about 5F to get enough air flowing to feel comfort.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Moderate temperatures
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	With prev. 300M a set temp of 72F worked fine 98% of time. This 300C has to be turned down to 65F or auto is too stuffy.

Heating, ventilation and air conditioning doesn't maintain desired temperature	
Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):	Outside temperature between 80 and 89 degrees.
Please indicate which HVAC zone does not maintain desired temperature (check all that apply):	Front HVAC.
If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Moderate temps.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Going into which gear/gears does the trouble occur? (check all that apply)	8 Spd trans and no indicator as to what gear(s) the auto is trying to shift into
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Randomly occurs when in traffic situations
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Above
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	<div><input type="checkbox"/> Park (P).</div> <div><input type="checkbox"/> Reverse (R).</div> <div><input type="checkbox"/> Drive (D).</div> <div><input type="checkbox"/> All positions.</div> <div><input type="checkbox"/> Gear selector requires too much effort/force to operate.</div> <div><input type="checkbox"/> Trouble occurs regularly.</div> <div><input type="checkbox"/> Starting out, backing up, parking etc</div> <div><input type="checkbox"/> At delivery.</div> <div><input type="checkbox"/> 0 - 1499 miles.</div> <div><input type="checkbox"/> The gear shift sucks... Even Consumer's Reports commented about it. With D/L lit up on handle you can not tell what gear you are in. With the steer. wheel turned 90° you can not see dash readout. Very hard to get it into the correct gear the 1st, 2nd or 3rd time. Sucks</div>
Why is the gear selector difficult to operate?	
How often does this trouble occur?	
Please describe conditions when this trouble occurs:	
To the best of your recollection, the trouble was first noticed:	
Approximate mileage when trouble was first noticed was:	
Additional Comments:	

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACG9CH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	10/12/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6275110613
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K213157845
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	236913802	Report Version	3	Open Date	08/09/2013
Close Date	08/09/2013	Narrative Date	08/14/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 5,000-6,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Steering, Handling, and Ride.
Features/Controls/Displays.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken the vehicle to a dealer to have your trouble corrected? No.

Overall, how satisfied are you with the quality of your new vehicle? Satisfied.

Would you recommend this vehicle to family or friends? Yes.

Please explain further about your choice to recommend your vehicle: This is our second Chrysler 300. We do not like the thickness of the steering wheel and HATE the new gear shift. It is NOT easy to operate. The spring back system is horrible!

If our team has any additional questions about your responses, would you accept further contact? Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns: Make the steering wheel thinner. Change the spring back gear shift. Return it to the more stable shift where the shift stays put.

What has Chrysler done right? The ride, paint job, interior, seats, sound...all these are great. DON'T change them!!!

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Steering wheel and gear shift.

Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.

Vehicle Satisfaction Ratings	
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	The seats!!!
Is there anything about your new vehicle you would like to see changed?	the thickness of the steering wheel and the spring loaded gear shift

Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Great sound especially when the windows are open.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	So much better than the Lincoln My Touch. Less computer nonsense to distract from driving.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Blue tooth, my husband likes it. I wont use it.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Husband uses and likes.
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Husband uses
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	I can get Canadian stations and love it.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The passanger seat is all power and great.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Love the new car black, the last 300 was metallic and always looked dirty.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Looks like a much more expensive car. Great style.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Feel like I am in a Limo. Very classy.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Again great style, looks like a more expensive car. The best looking car on the road and I can find it in the parking lot.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Classy
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Good night lite for old eyes.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	First it looks sharp, cleans like a dream and very comfortable.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Big trunk, carries a 10 ft Christmas tree. Very important to me.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Better than our 2007 300, more passanger leg room.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	Better door room on back for older parents.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Very quiet. Better than the Lincoln MKZ which we bought and traded 1 month after buying.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	I recline when on long drives and the passanger seat is perfect. DONT change it!

Detail on High Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Gear selector we HATE. The rest is easy to use.
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	All easy to reach.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	No blind spots like the 2007 300.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Dust is great
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Sounds like a big car should. not tinny and winey.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Love the big car sound.
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	great
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Great gas mileage on our just completed 6000 mile vacation.
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	quick and good traction
You rated ride quality High. Use this space to provide any specific comments you would like to share.	except the thick steering wheel and springy gear shift the car is great.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Good turn ratio
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Pilson Auto is great to work with.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	Rides like a dream and as useful as a truck.
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	Very good price
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I wanted this car from the start but husband was tired of the 300 after 5 years so we bought a Lincoln MKZ and traded it 1 month after and bought the new 300.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	Have had many Chryslers and prefer the brand.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Power seats, rear seat space, trunk great size. Drives like a dream. Most comfortable car we have ever driven on long trips. DON'T change anything but the shift.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Gear shift, terrible spring back action. Almost to the point of being unsafe.
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About You>

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	35000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Lincoln. MKZ. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	Lincoln. MKZ. Primary Considered Vehicle: New.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Consumer Reports. Kelley Blue Book.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	We did buy it and traded after 1 month.
Secondary vehicle you were considering:	Chrysler. 300. Secondary Considered Vehicle: New.
Primary vehicle in your household:	Chrysler. 300. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	Nissan. Versa. Secondary Household Vehicle: Purchased Used.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	1 <input type="checkbox"/>

About You>

Please indicate your highest education level	2 year college degree.
What is your current marital status?	
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	
What is your total household income (before taxes)?	\$40,000 - \$59,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG2DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	10/31/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6299220169
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K269230069
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	237500216	Report Version	4	Open Date	08/19/2013
Close Date	08/19/2013	Narrative Date	08/23/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				5,000-6,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Other.			

Other>							
Please describe the other trouble you experienced:				Doors often do not remain open, slamming back onto my leg or arm . Shifting mechanism is 'risky'- I have thought I was in park and begun to exit when I realized I was in Reverse. Ditto the D/L setting. Why not revert back to the slightly more "old school" shifter that actually moves, giving greater assurance that one is in the desired setting?			
How often does this trouble occur?				Trouble occurs intermittently.			
Please describe conditions when this trouble occurs:				Opening door when exiting. Shifting.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				No.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
Please explain further about your choice to recommend your vehicle:				I would warn/caveat my recommendation with a description of my issues.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by e-mail only.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

What Can We Do Better?>							
Feedback/Concerns:				Troubleshoot your design changes			
What has Chrysler done right?				Appearance Gas mileage v performance (both good)			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

Vehicle Satisfaction Ratings							
Overall audio, entertainment, and navigation system impression				4.			
Clarity of sound				4.			
Ease of using system displays while driving				4.			
Integration with phones				3.			
Integration with media players				4.			
Navigation system route accuracy				3.			
Support for popular music/video formats				4.			
Exterior design and appearance (overall impression)				5.			
Appearance of exterior paint				5.			
Front view styling (front fascia, hood, grille, headlight area)				5.			
Side/profile view styling (driver's side or passenger's side exterior area)				5.			
Rear view styling (rear fascia, bumper)				4.			

Vehicle Satisfaction Ratings	
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	2.
Interior noise level while driving	4.
Seat adjustment and comfort	3.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	3.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	Appearance, performance, MPG
Is there anything about your new vehicle you would like to see changed?	Door opens and remains open. Gear change is more "certain", definite.

Detail on High Rated Items	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	FYI, the rear panel (below trunk lid) accumulates dust/dirt. Eyesore.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	See prior re door inability to remain open and uncertainty of gear selection.

About You	
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Toyota. RAV4. 2011. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	Toyota.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Kids grown; prefer a car for "me"
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	██████
Please indicate your highest education level	4 year college degree.
What is your current marital status?	██████
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	██████

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG6DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/20/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6162320046
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K170363153
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	237500316	Report Version	4	Open Date	08/19/2013
Close Date	08/19/2013	Narrative Date	08/23/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Transmission and Drivetrain.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				You have to push the damned button every time you go through another gear. This new technology is a step backward. Instead of a smooth transition from park to drive you have to keep pushing the damned button.			
				I hate the electronic shifter, it is a pain in the ass to have to pust the button every time you go from gear to gear. Half the time you are still in reverse instead of park. Almost backed into a car behind me because I thought I was in park.			
Why is the gear selector difficult to operate?				Same problem as above, instead of smoothly going into drive you have to push he button again while going from park to drive.			
How often does this trouble occur?				Gear selector requires too much effort/force to operate.			
Please describe conditions when this trouble occurs:				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				Every time you have to put the car in gear			
Approximate mileage when trouble was first noticed was:				At delivery.			
Additional Comments:				0 - 1499 miles.			
				I cuss the electronic shifter every time I drive the car. I have told other people about it and even shown them what I mean and they think it is stupid also.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
Please explain further about your choice to recommend your vehicle:				I like the vehicle, I just don't like the electronic gear selector. I traded in a 2011 300 on this one and it didn't have this problem.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by phone or e-mail.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

What Can We Do Better?>							
Feedback/Concerns:				Other than the electronic gear selector I like the new car far better than my 2011.			
What has Chrysler done right?				I purchased this 300C to replace a 2011 300 Limited. The new car is quieter and rides much better than the Limited. My old car had 20" wheels which I hated. So far this new car is a vast improvement over the old one except for the electronic gear selector.			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				Yes.			
To better serve you, briefly describe the topic(s) you would like to discuss.							
Please provide us with a phone number you can be reached at during daytime hours. Thank you.				Just the electronic selector			

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Quiet smooth ride. Fuel mileage,
Is there anything about your new vehicle you would like to see changed?	Electronic shifter

Detail on High Rated Items	
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	The navigation system is simple and efficient unlike other vehicles I have owned.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The car has a great look without being ostentatious.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	The paint appears brighter than the 2011 that I traded in that was the same color.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Car has a classy look especially with the daylight driving lights on.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	I purchased the 300C with the Crome wheels, they compliment the red color of the car and give it a special look
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	I love the small features such as the ventilated seats and power steering wheel adjustment.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	I like a full sized car with ample trunk area, this car is adequate in size and space.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	I am an older driver and I like wide seats and plenty of leg room, I find this car delivers on both items.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	As an older driver I want to be able to get into my car with comfort not have to put into it with a shoe horn. Today there are very few full sized cars to choose from. The 300 is one of he few choices that met my needs and price.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	This is one of the quietest cars I have ever owned. My past cars have included Cadillacs, Lincoln's and Acura's and this car matches or exceeds every one of these cars for interior noise quality.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	For a car this size the gas mileage is very pleasing.

Detail on High Rated Items

You rated ride quality High. Use this space to provide any specific comments you would like to share.

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.

You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

This car gives one of the smoothest quietest rides of any car I have ever owned.

Doc at Champion Chrysler was one of the most professional salesmen I have ever dealt with. Champion Chrysler dealt professionally without playing games and kept their word on every thing they said they would do and more. I contacted them after the sale with a couple of items and they responded quickly and went beyond what they needed to do to make me happy. I would recommend them to anyone who asked.

I enjoy driving and this car makes makes driving fun.

I was never a Chrysler fan because of past quality problems but my previous 2011 300 Limited gave me excellent service with no negative mechanical issues and warranted my buying another Chrysler.

The quiet ride and drive of this car are far better than my 2011.

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

I hate and cuss the electronic gear selector every time I get into this car. This is my only real negative I have against his car but it really bugs me. I hope Chrysler fixes this issue as otherwise they have designed a great car.

Once again the electronic gear selector. I can't believe how difficult it is to put a simple automatic in gear. I never owned an automatic that I had to check each time to make sure it is in park and not reverse. It is not only a pain in the ass but also dangerous.

About You

Did you purchase or lease your vehicle?

Purchase.

What price did you pay for your vehicle?

40,000

Is this your first new vehicle ever purchased / leased?

No.

Please tell us about the vehicle you replaced (if applicable)

Chrysler.

300.

2011.

Replaced Vehicle: Purchased New.

Primary vehicle you were considering:

Cadillac.

XTS.

2013.

Primary Considered Vehicle: New.

Primary vehicle in your household:

Nissan.

Armada.

2012.

Primary Household Vehicle: Purchased New.

Which of the following best describes the area you live in?

College town

What is your primary language?

English.

Please indicate your gender

■

What year were you born?

1 ■

Please indicate your highest education level

4 year college degree.

What is your current marital status?

■

How many children 17 or under live in your household?

0.

Please indicate your ethnicity

■

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG7CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	09/14/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6238111366
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K188135494
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	238338343	Report Version	3	Open Date	08/29/2013
Close Date	08/29/2013	Narrative Date	09/03/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	An easier to use gear selector would be very nice.
Engine performance during acceleration	5.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	5.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	3.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	3.
Climate control operation (function and ease of use)	3.

Detail on High Rated Items

You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	It's impressive how quickly this nearly two ton car can stop.
--	---

Overview

Please provide feedback on how Chrysler can improve the Smartphone Application	The text and graphics appear quite small on my HTC One.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).

Overview

Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Reverse (R). Drive (D). Other (please describe). Trouble occurs intermittently.
Why is the gear selector difficult to operate?	
How often does this trouble occur?	
Please describe conditions when this trouble occurs:	Mostly when going from Park to Drive, or Drive to Park
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	On occasion when I go from Park to Drive the transmission selection will bounce from Drive and end up in Neutral. Also, from time to time when I shift from Drive to Park the selection will bounce out of park and land in Reverse. A selector knob (like in the 2013 Ram Pickup) would be a much better solution.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The gear selector is a neat idea, but doesn't work well in practice. A selector knob like in the Ram Pickups would be a much easier to use solution.
---	--

About You

Which, if any, influenced your purchase decision? (check all that apply):	Manufacturer's website.
What year were you born?	██████
Did you purchase or lease your vehicle?	Purchase.
Is this your first new vehicle ever purchased / leased?	Yes.
Please tell us about the vehicle you replaced (if applicable)	Toyota. Yaris. 2007. Replaced Vehicle: Purchased Used.
Primary vehicle you were considering:	Volkswagen. Passat. 2012. Primary Considered Vehicle: New.
Secondary vehicle you were considering:	Subaru. Outback. 2012. Secondary Considered Vehicle: New.
Primary vehicle in your household:	Dodge. Ram 1500. 1997. Primary Household Vehicle: Purchased Used.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	██████
Please indicate your highest education level	4 year college degree.
What is your current marital status?	████████████████████.
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	██████████
What is your total household income (before taxes)?	\$40,000 - \$59,999.

Continuous Quality Insight

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain. Features/Controls/Displays. Interior Climate Control. Steering, Handling, and Ride. Seats.

Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location>	
Please indicate which of the following best describes your concern (check all that apply):	The cruise control buttons are not as responsive as I would like (don't always work on the first push).

Steering, Handling, and Ride>Steering and Handling>Vehicle pulls noticeably to the left/right>	
Additional Comments:	The dealer took three tries to fix the alignment; but the best they could do is make it better than it was.
What direction does the vehicle pull when driving?	Right.
Vehicle pull is:	Slight.
Are you using your vehicle for towing when the problem occurs?	No.
Trouble occurs while traveling at these speeds (check all that apply):	Medium speeds (26-45 MPH). High speeds (46 MPH and above).
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located	
Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):	Changing the vent selection is farther away from the home screen than necessary. An actual button that cycles through all of the vent options would be nice.
Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	Controls require too much effort/force to operate.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome>	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Features/Controls/Displays>Features and Controls>	
Features and Controls	Cruise control system.

Features/Controls/Displays>Features and Controls>Cruise control system>	
Cruise control system	Cruise control system works properly, but difficult to understand/use; controls in a poor location.

Steering, Handling, and Ride>Steering and Handling>	
Steering and Handling	Vehicle pulls noticeably to the left/right.

Interior Climate Control>Controls and Switches>	
Controls and Switches	Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located.

Vehicle Lookup

VIN	2C3CDXJG6CH	Model Year	2012	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	12/15/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6337110996
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M270141291
Color	PRY	REDLINE 3 COAT PEARL					

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	Interior Climate Control.
	Entertainment/Navigation System/Connectivity.
	Steering, Handling, and Ride.

Speakers	Speakers have poor sound quality.
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Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.
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Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	LG.
If known, please tell us your software version	VW271ZV2

Please describe when this trouble occurs:	When stating a name.
What button did you use?	The VR button on the steering wheel.
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs intermittently.

Please indicate which speaker has trouble (check all that apply):	Speakers sound tinny. Have not been able to find out how to increase the base.
Please indicate which media sources were being played (check all that apply):	Professionally recorded CD FM. Satellite Radio.
Trouble with speaker occurs:	At all volume levels.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

How loud is the noise?	Moderate.
Noise sounds like (Check all that apply):	The sounds is noticeable when you turn the steering wheel at low speeds. Weird...
From what area is the noise coming?	Steering column.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Please indicate the unpleasant interior smell/odor (check all that apply):

The odor smells like sulfur. It smells like something is burning off the bottom of the car. It is more noticeable when stopped or idling.

Noise and Vibration	Abnormal noises coming from steering system.
----------------------------	--

About You	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	27500
Is this your first new vehicle ever purchased / leased?	No.
Primary vehicle you were considering:	Ford. Fusion. 2012. Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply):	Edmunds. Vehicle test drive. Previous experience with the vehicle/brand.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	4 cylinder engine vs. a 6 cylinder
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="text"/>
Please indicate your highest education level	4 year college degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/> .
Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
What Can We Do Better?>	
What has Chrysler done right?	Brought back the Challenger. How about bringing back the Cuda?
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	4.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.

Vehicle Satisfaction Ratings	
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	The headlights and tail lights.
Is there anything about your new vehicle you would like to see changed?	Make a standard transmission available.

Interior Climate Control>Operation and Performance>	
Operation and Performance	Air conditioner takes too long to get cold.

Interior Climate Control>Odor/smell>	
Odor/smell	Unpleasant interior smell/odor.

Interior Climate Control>Operation and Performance>Air conditioner takes too long to get cold>	
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):	Some times, when the temperature is adjusted, it doesn't seem to know whether to heat or cool the car.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG8DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	11/24/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6319210780
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M289297053
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number	1	System Key	238338594	Report Version	3	Open Date	08/29/2013
Close Date	08/29/2013	Narrative Date	09/03/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

Hands-Free Phone / Bluetooth Hands-Free Phone / Bluetooth system phonebook does not work correctly.

Entertainment/Navigation System/Connectivity>

Please choose your cell phone carrier Verizon Wireless.
Please choose your cell phone brand Samsung.
Please tell us your cell phone model stratosphere II
Entertainment/Navigation System/Connectivity none

Welcome>

Please tell us how many miles are currently on your vehicle: 7,000-9,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Entertainment/Navigation System/Connectivity.
Transmission and Drivetrain.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply): Foot on brake, button pushed, shifter moves 3 locations back but car stays in park. It can take up to 5 attempts to go into gear. Took to dealer 2 times, no help, no effort on their part to investigate nor fix, taking 1 more time then filing LEMON LAW papers.
Why is the gear selector difficult to operate? Other (please describe).
How often does this trouble occur? Trouble occurs regularly.
Please describe conditions when this trouble occurs: Just putting the car in Drive every day.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Additional Comments: Dealer put some s inky lube in console but states they did nothing. Smelled like gear oil in car for 45 days.

About You

Did you purchase or lease your vehicle? Purchase.
What price did you pay for your vehicle? 31000
Is this your first new vehicle ever purchased / leased? No.
Please tell us about the vehicle you replaced (if applicable) Chevrolet.
Malibu.
2007.
Replaced Vehicle: Purchased New.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle. I came to buy a Charger, nothing else
Primary vehicle in your household: Audi.
A5.
2012.
Primary Household Vehicle: Purchased New.
Suburban.
English.
Please indicate your gender
What year were you born?
Please indicate your highest education level 4 year college degree.
What is your current marital status?
How may children 17 or under live in your household? 0.
Please indicate your ethnicity .

About You	
What is your total household income (before taxes)?	\$100,000 - \$124,999.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please explain further about your choice to recommend your vehicle:	Nice car if you don't mind a transmission that won't do into Drive without an argument and a phonebook hat is not available.
Would you recommend this vehicle to family or friends?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Was the trouble resolved to your satisfaction?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Hands-Free Phone / Bluetooth system phonebook does not work correctly	
Please indicate which aspect of the phonebook does not work properly (check all that apply):	At initial start up phone book present, when phone says contacts request the phonebook goes blank saying no entries.
How many contacts do you have in your phone?	25-499.
How often does this trouble occur?	Trouble occurs regularly.
Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?	I did, but it didn't address all my questions.
Additional Comments:	Dealer blames Verizon, Verizon blames Dodge, I drive and am forced to use my phone manually in order to use it while driving, a safety factor that dealers says oh well

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Contact Me>	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Transmission lack of shift and bluetooth lack of communication with phone
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	1.
Integration with media players	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	2.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	2.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	shape
Is there anything about your new vehicle you would like to see changed?	NO perifial ligh ing, making turns in dark are blind, you can't see anything other than directly in front of car. Have almost hit 2 pedestrians while making right turns in the dark.

What Can We Do Better?>	
What has Chrysler done right?	Great car, dealership people seem to do nothing about anything electrical
Feedback/Concerns:	educate mechanics on system operations, they were lost.

Detail on High Rated Items	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	nice
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	nice metal flake
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	nice
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	nice

Detail on Low Rated Items	
You rated integration with phones Low. Use this space to provide any specific comments you would like to share.	phonebook dropping makes a safety hazard whenever I need to call out and have no idea who is calling in.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	something electric is wrong, if the gearshift moves 3-4 positions, the transmission should engage.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The gearshift is a safety issue, not going into drive makes it drift backwards when you go from brake pedal to gas, bent my exhaust as it wouldn't go into drive, dealer comment-OH WELL

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEGXDH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	07/04/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6173321721
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K180363108
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	238600792	Report Version	4	Open Date	09/02/2013
Close Date	09/02/2013	Narrative Date	09/06/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Engine.
Transmission and Drivetrain.

Engine>Engine Stalling>

Engine Stalling Engine runs, then dies/stalls.

Engine>Engine Stalling>Engine runs, then dies/stalls>

What type of fuel do you most often put into your vehicle? Regular gasoline.
Please describe conditions when this trouble occurs: It was a wet day, sprinkling, I did not hit any puddles that I was aware of.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Additional Comments: Engine stalled only once so far. It would restart immediately but sputtered and stalled as soon as I put car in drive. I was in a parking lot going approx. 5 mph when this occurred.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission Hesitation or delay when shifting between gears.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Going into which gear/gears does the trouble occur? (check all that apply) Not sure.
Additional Comments: I love the fuel economy of the 8 speed transmission. There are times when I accelerate to pass that the transmission seems to hesitate a bit.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken the vehicle to a dealer to have your trouble corrected? Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG7CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	05/24/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6135210460
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K131269299
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	239613374	Report Version	4	Open Date	09/06/2013
Close Date	09/16/2013	Narrative Date	09/20/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle: 5,000-6,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight

Interior Trim/Storage/Windows.
Transmission and Drivetrain.
Features/Controls/Displays.
Entertainment/Navigation System/Connectivity.

Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System

Navigation system works, but missing information; has incorrect information; gives wrong directions.
Navigation system works, but traffic information doesn't work / or is difficult to understand.
Points of Interest not well defined.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth system loses connection.
Hands-Free Phone / Bluetooth system phonebook does not work correctly.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

Voice Activation / Recognition

Voice Activation / Recognition doesn't recognize command.
Unnatural sounding voice or difficult to understand.
Voice Recognition feature does not have enough functions available.

Entertainment/Navigation System/Connectivity>

Please choose your cell phone carrier Sprint Nextel.
Please choose your cell phone brand HTC.
Please tell us your cell phone model HTC one
Entertainment/Navigation System/Connectivity plug in flash drive containing music

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand>

Please indicate what issues you are experiencing with the traffic information (check all that apply) Traffic info does not give me enough advance warning in order for me to change my route. It waits until I am already in the traffic jam to tell me.
Additional Comments: The traffic information is a great idea in theory but I have found it pretty useless in actual day to day commuting.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

Please indicate which of the following best describes your concern (check all that apply): Navigation system takes me out of my way to get to my destinations. I often have to ignore it part of the way.
Please indicate which navigation system item has trouble (check all that apply): I took a road trip across three states this summer. The navigation would not have any information on the back roads. When driving on the interstate it could not find gas stations or places to eat.
I could see the entrance to the new expressway but it kept wanting me to turn off before then.
It took me to an empty lot.
Additional Comments: The navigation system is very frustrating and is not up to date. Many times it can't find the address I put in. I bought this car new and have only had it 8 months it should not be out of date already.

Points of Interest not well defined

Points of Interest not well defined	
Please describe the trouble with the Points of Interest within the Navigation system	Most of the time if I type in a name of a place it will not find it. And to search through all the categories takes too long.
Additional Comments:	Many times I know the exact name and address of a restaurant and cannot find it in Points of interest or by address if it is newer than 3 years old.
Hands-Free Phone / Bluetooth system loses connection	
How often does this trouble occur?	Trouble occurs intermittently.
Connection problem happens on:	Cell phone network.
Is there more than one phone paired to the vehicle?	No.
Lost connection problem happens when:	In the middle of a call.
Were you in the middle of a call?	Yes, and did not transfer call to headset.
Hands-Free Phone / Bluetooth system phonebook does not work correctly	
How many contacts do you have in your phone?	25-499.
How often does this trouble occur?	Trouble occurs regularly.
Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?	I did, but it didn't address all my questions.
Additional Comments:	My phone book shows up on the touch screen but when I try to dial out, it does not connect. I have never been able to make a call from my car using the phonebook in the car. I have to dial or use the phonebook on my phone.
Voice Activation / Recognition doesn't recognize command	
Please describe when this trouble occurs:	voice recognition is the most frustrating feature on this car. I keep the user guide handy but it does not help. I repeat the street name over and over and it won't recognize it. I finally have to pull over and type in the name using the touch screen. I have tried speaking softly, loudly, clearly, slowly. It does not understand me and I am American, born here speak English my whole life.
What button did you use?	VR button on the steering wheel
Do you usually set HVAC vent direction toward ceiling?	Yes.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	I hate the voice recognition feature. It is so frustrating. I have to repeat and repeat over and over. I finally give up and pull over and type in my information.
Unnatural sounding voice or difficult to understand	
Please describe when this trouble occurs:	The voice sounds very mechanical and does not pronounce the street names correctly. The nav system in my other car sounds like a real person.
Do you usually set HVAC vent direction toward ceiling?	Yes.
How often does this trouble occur?	Trouble occurs regularly.
Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available>	
Please describe additional functions you would like to have:	I would like to be able to just say the name of place like McDonalds or Target instead of having to always give a complete address
Interior Trim/Storage/Windows>Abnormal Noises>	
Abnormal Noises	Squeak/rattle/abnormal noises from door panels. Squeak/rattle/abnormal noises from headliner. Squeak/rattle/abnormal noises from window(s).
Interior Trim/Storage/Windows>Broken/Damaged>	
Broken/Damaged	Headliner is broken/damaged/torn.
Interior Trim/Storage/Windows>Broken/Damaged>Headliner is broken/damaged/torn>	
Please describe in the box below where on the headliner the trouble with broken/damaged/torn materials is located:	When I bought the car new there was a shiny hard spot on the headliner near the sun roof about the size of a quarter. It looks and feels like a glob of dried glue. The dealer could not get it off. It's still there.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from headliner>	
Please describe in the box below where from the headliner the trouble with abnormal noises is located:	It is on the passenger side.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	I hear a metallic rattling noise sometimes.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from headliner>

Additional Comments:

when I took it to the dealer they could not hear the noise. I can't tell exactly where its coming from. I have checked the headliner, doors, window, I can't find anything loose.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from door panels>

Please indicate which interior door panels had abnormal noises (check all that apply):

metallic rattling noise happens sometimes going over bumps.
same as above

How often does this trouble occur?

Trouble occurs intermittently.

Please describe conditions when this trouble occurs:

only over bumpy roads

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Squeak/rattle/abnormal noises from window(s)

Please indicate the location of the window with the squeak/rattle/abnormal noises (check all that apply):

same as above

same as above

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission

Hesitation or delay when shifting between gears.

Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Going into which gear/gears does the trouble occur? (check all that apply)

it feels like it is stalling then kicks in hard

it feels like it is stalling then kicks in hard

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):

I have to push the accelerator pedal all the way to the floor to get it to shift gears

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):

Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

How often does this trouble occur?

Trouble occurs intermittently.

Please describe conditions when this trouble occurs:

when trying to accelerate quickly while already moving.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):

It's tricky to find Reverse. I often end up in a different gear.

How often does this trouble occur?

Trouble occurs regularly.

Please describe conditions when this trouble occurs:

Shifting into reverse. I have to be very careful. It is difficult to put the gear selector in the right spot.

To the best of your recollection, the trouble was first noticed:

At delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

Yes.

Where did you take your vehicle to have your trouble checked out? (check all that apply)

Ziegler Chrysler Jeep Dodge

Was the trouble resolved to your satisfaction?

No.

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

Would you recommend this vehicle to family or friends?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Contact Me>

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Interior Rattle Dialing out from the phonebook Voice Activation Glue on headliner

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression

3.

Clarity of sound

5.

Vehicle Satisfaction Ratings	
Ease of using system displays while driving	3.
Integration with phones	3.
Integration with media players	5.
Navigation system route accuracy	4.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	4.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	2.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Smooth quiet ride, exterior styling
Is there anything about your new vehicle you would like to see changed?	Make the back up camera standard

Features/Controls/Displays>Features and Controls>	
Features and Controls	Voice Activation System.

Features/Controls/Displays>Displays and Instruments>	
Displays and Instruments	Clock works properly, but is difficult to understand/use; controls/displays are in a poor location.

Features/Controls/Displays>Displays and Instruments>Clock works properly, but is difficult to understand/use; controls/displays are in a poor location>	
Please indicate which of the following best describes your concern (check all that apply):	the hour and minute hands are almost exactly the same size, can't tell which is which.
Please indicate why the clock controls/displays are difficult to understand/use; are in a poor location (check all that apply):	I can't tell the hour hand from the minute hand

Features/Controls/Displays>Features and Controls>Voice Activation System>	
Voice Activation System	Voice Activation System works properly, but difficult to understand/use; controls in a poor location.

Features/Controls/Displays>Features and Controls>Voice Activation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location>	
Please indicate which of the following best describes your concern (check all that apply):	This is the most frustrating feature on the car. Very difficult to get it to understand what I am saying. Takes many many attempts. Its easier and faster to just type in the information I need.
Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):	doesn't understand when I say street names
Please indicate why the Voice Activation System controls are difficult to understand/use; are in a poor location (check all that apply):	The voice recognition system just does not work as intended.

What Can We Do Better?>	
Feedback/Concerns:	Fix the voice recognition to actually recognize a voice. The infotainment system is overly complicated. And the navigation system needs to be more accurate. The traffic system is useless.
What has Chrysler done right?	This is the best car I have owned but it's not perfect. It is beautiful, comfortable, powerful and economical.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH5DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	08/22/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6224210848
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K211214129
Color	PX8	PITCH BLACK					

Report Number		System Key	239920175	Report Version	3	Open Date	09/06/2013
Close Date	09/19/2013	Narrative Date	09/24/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Continuous Quality Insight

Continuous Quality Insight Entertainment/Navigation System/Connectivity.

Entertainment/Navigation System/Connectivity>

Please tell us your cell phone model Droid Razor Maxx

Please choose your cell phone brand Motorola.

Please choose your cell phone carrier Verizon Wireless.

Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System	Navigation system works, but traffic information doesn't work / or is difficult to understand. Navigation system works, but missing information; has incorrect information; gives wrong directions.
--------------------------	--

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand>

Please indicate what issues you are experiencing with the traffic information (check all that apply) When it was inoperative, the Navigation System would show the vehicle location to the right of the actual road it was traveling on, however the speed was accurate. No destinations/address nor points of interest could be inputted as well.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

Please indicate which navigation system item has trouble (check all that apply): My Navigation System stopped working 3 months after purchasing the vehicle. Had to wait a whole week for the dealership to replace the radio and fix the problem.

Welcome>

Are you the primary driver of this vehicle? Yes.

Please tell us how many miles are currently on your vehicle: More than 10,000.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCASG3DH	Model Year	2013	Body	LXFR48	CHRYSLER 300C LUXURY SERIES FOUR DOOR SEDAN	
Built Date	11/20/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6300211017
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M286296516
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	239697827	Report Version	3	Open Date	09/07/2013
Close Date	09/17/2013	Narrative Date	09/20/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Welcome>

Please tell us how many miles are currently on your vehicle: 7,000-9,999.

Are you the primary driver of this vehicle? Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJGXDH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	10/16/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6278221645
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M216281538
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	239082762	Report Version	4	Open Date	09/09/2013
Close Date	09/09/2013	Narrative Date	09/13/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	Vehicle Exterior. Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.

Vehicle Exterior>Trunk Lid>Trunk lid is difficult to open/close>Trunk lid is difficult to open/close>	
Please indicate which of the following best describes your concern (check all that apply):	handle to close is not accessible/inconvenient
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	all time not enough or inaccessible grab handle
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Vehicle Exterior>Trunk Lid>Trunk Lid>Trunk Lid>	
Trunk Lid	Trunk lid is difficult to open/close.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	will not disengage going into park
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	contemporary Chy. Dodge Jeep Milford NH
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Hands-Free Phone / Bluetooth system phonebook does not work correctly	
Please indicate which aspect of the phonebook does not work properly (check all that apply):	Phonebook download takes too long.
How many contacts do you have in your phone?	25-499.
How often does this trouble occur?	Trouble occurs intermittently.

Hands-Free Phone / Bluetooth system phonebook does not work correctly	
Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?	I did, but it didn't address all my questions.

Hands-Free Phone / Bluetooth system loses connection	
How often does this trouble occur?	Trouble occurs intermittently.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Is there more than one phone paired to the vehicle?	No.
Lost connection problem happens when:	In the middle of a call.
Were you in the middle of a call?	Yes, and transferred call to headset.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.
	Hands-Free Phone / Bluetooth system phonebook does not work correctly.

Entertainment/Navigation System/Connectivity>	
Please choose your cell phone carrier	Other.
Please choose your cell phone brand	Other.
Please tell us your cell phone model	3g cdma

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	3.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.

About You	
What is your total household income (before taxes)?	\$80,000 - \$99,999.
Please indicate your ethnicity	<div></div> .

About You

How many children 17 or under live in your household?

0.

What is your current marital status?

Married.

Please indicate your highest education level

2 year college degree.

What year were you born?

1980.

Please indicate your gender

Male.

What is your primary language?

English.

Which of the following best describes the area you live in?

Rural.

Primary vehicle in your household:

Primary Household Vehicle: Purchased New.

2013.

Charger.

Dodge.

2013.

Grand Cherokee.

Jeep.

Secondary vehicle you were considering:

Manufacturer's website.

Vehicle test drive.

Which, if any, influenced your purchase decision? (check all that apply):

Primary Considered Vehicle: Used.

Primary vehicle you were considering:

Charger.

Dodge.

Please tell us about the vehicle you replaced (if applicable)

Replaced Vehicle: Purchased Used.

2009.

Wrangler Unlimited.

Jeep.

Is this your first new vehicle ever purchased / leased?

No.

What price did you pay for your vehicle?

32000.00

Did you purchase or lease your vehicle?

Purchase.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG3CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	05/01/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6107210394
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K117261646
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	240382207	Report Version	2	Open Date	09/15/2013
Close Date	09/25/2013	Narrative Date	09/27/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: More than 10,000.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Transmission and Drivetrain.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission Hesitation or delay when shifting between gears.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Going into which gear/gears does the trouble occur? (check all that apply) 2nd Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply): Normal acceleration.
Hard acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 1500 - 3999 miles.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG2D [REDACTED]	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	05/31/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6141321739
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K150361634
Color	PWD	IVORY 3 COAT					

Report Number	[REDACTED]	System Key	240631260	Report Version	5	Open Date	09/19/2013
Close Date	09/29/2013	Narrative Date	10/04/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 0-999.

Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight No Concerns.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG9DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	06/27/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6164311081
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K171361289
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	240047150	Report Version	3	Open Date	09/20/2013
Close Date	09/20/2013	Narrative Date	09/25/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically.

Transmission and Drivetrain>Automatic Transmission>Slips/will not engage gear properly/shifts erratically>	
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply):	It shifts hard when the car comes to a stop. It almost feels like someone is hitting me from behind.
Please describe conditions when this trouble occurs:	Please see above

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG9DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	11/19/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6291210859
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M282297527
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	241339700	Report Version	3	Open Date	10/08/2013
Close Date	10/08/2013	Narrative Date	10/11/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). Drive (D).
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Going into which gear/gears does the trouble occur? (check all that apply)	When shifting out of park or from reverse to drive
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Welcome>

Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	No.

Continuous Quality Insight

Continuous Quality Insight	Transmission and Drivetrain.
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Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).
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Vehicle Satisfaction Ratings

Wheels, rims, and tires appearance and styling	1.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	1.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.

Vehicle Satisfaction Ratings

Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Detail on Low Rated Items

You rated integration with phones Low. Use this space to provide any specific comments you would like to share. We can't transfer our phone books

You rated wheels, rims, and tires appearance and styling Low. Use this space to provide any specific comments you would like to share. The rims are hard to clean, the slots are to narrow.

Detail on High Rated Items

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share. They make you feel like family.

About You

Did you purchase or lease your vehicle? Purchase.

Is this your first new vehicle ever purchased / leased? No.

Please tell us about the vehicle you replaced (if applicable) Chevrolet.

Impala.

2011.

Replaced Vehicle: Purchased New.

Primary vehicle you were considering: Chevrolet.

Impala.

2014.

Primary Considered Vehicle: New.

Which, if any, influenced your purchase decision? (check all that apply): Vehicle test drive.

Dealership information.

Primary vehicle in your household: Ram.

1500.

2011.

Primary Household Vehicle: Purchased New.

Which of the following best describes the area you live in? Rural.

What is your primary language? English.

Please indicate your gender ☐

What year were you born? ☐

Please indicate your highest education level High school degree / GED.

What is your current marital status? ☐

How many children 17 or under live in your household? 0.

Please indicate your ethnicity ☐

What is your total household income (before taxes)? \$80,000 - \$99,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG7DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/27/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6148321620
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K176363221
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	241525211	Report Version	3	Open Date	10/10/2013
Close Date	10/10/2013	Narrative Date	10/15/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What is your total household income (before taxes)?	\$125,000 - \$149,999.
Please indicate your ethnicity	
How many children 17 or under live in your household?	0.
What is your current marital status?	
Please indicate your highest education level	4 year college degree.
What year were you born?	
Please indicate your gender	
What is your primary language?	English.
Which of the following best describes the area you live in?	Suburban.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased New. 2012. 300. Chrysler.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. 2012. Town & Country. Chrysler.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand. Manufacturer's website. Dealership information. Vehicle test drive.
Primary vehicle you were considering:	Primary Considered Vehicle: New. 2013. Durango. Dodge.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2001. S-TYPE. Jaguar.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.

Continuous Quality Insight

Continuous Quality Insight	Transmission and Drivetrain. Brake System. Interior Trim/Storage/Windows.
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Welcome>

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	4.

Vehicle Satisfaction Ratings	
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	3.
Seat adjustment and comfort	3.
Steering wheel adjustment	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	3.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	3.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	3.
Brake responsiveness/effort	2.
Ride quality	2.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	new

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Please explain further about your choice to recommend your vehicle:	too soon to tell if I'd recommend the vehicle
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R).
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Going into which gear/gears does the trouble occur? (check all that apply)	harsh clunk when changing from reverse to drive 2nd Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
How often does this trouble occur?	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
To the best of your recollection, the trouble was first noticed:	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	Within the 1st month after delivery.
	0 - 1499 miles.
Brake System>Brake Operation>Brakes vibrate/shudder excessively when applied>	
Vibration is:	Moderate.
Trouble with brakes occurs during this type of braking (check all that apply):	Moderate braking.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	All speeds.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Brake System>Brake Operation>Brakes generate excessive brake dust>	
Where does the excessive brake dust build-up appear?	Rear wheels.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort>	
Trouble with brakes occurs during this type of braking (check all that apply):	Moderate braking.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	All speeds.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).
Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>	
Going into which gear/gears does the trouble occur? (check all that apply)	clunk harsh clunk when changing from reverse to drive harsh clunk when changing from reverse to drive
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from door panels>	
Please indicate which interior door panels had abnormal noises (check all that apply):	Passenger's side front door.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Interior Trim/Storage/Windows>Abnormal Noises>	
Abnormal Noises	Squeak/rattle/abnormal noises from door panels. Squeak/rattle/abnormal noises from glove box.
Interior Trim/Storage/Windows>Operation and Functionality>	
Operation and Functionality	Center console is difficult to open/close. Cup holder is difficult to use. Sun Visor/Vanity Mirror is difficult to use.

Interior Trim/Storage/Windows>Appearance>	
Appearance	Cup holder has gaps/poor fit.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from glove box>	
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Cup holder has gaps/poor fit	
Please describe in the box below where on the cup holder the trouble with excessive gaps/poor fit of materials is located:	too close to each other, doesn't allow for simultaneous use with two drink containers.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Operation and Functionality>Center console is difficult to open/close>	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to open.
Please indicate why the center console is difficult to open/close (check all that apply):	position and overall ergonomic design
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Cup holder is difficult to use	
Please indicate which of the following best describes your concern (check all that apply):	too close to each other, doesn't allow for simultaneous use with two drink containers.
Please indicate why the cup holder is difficult to open/close (check all that apply):	too close to each other, doesn't allow for simultaneous use with two drink containers.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Brake System>Brake Operation>	
Brake Operation	Brakes vibrate/shudder excessively when applied. Brakes generate excessive brake dust. Brakes do not have enough stopping power; brake pedal requires too much effort.

Brake System>Brake Noise>	
Brake Noise	Brakes are excessively noisy.

Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake does not adequately hold vehicle.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCA8G8DH	Model Year	2013	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	01/22/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6007310751
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M327210393
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	241643562	Report Version	5	Open Date	10/13/2013
Close Date	10/13/2013	Narrative Date	10/18/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

No Concerns>							
The Smartphone Application format is easy to understand and use				4 (agree).			
Information in the Smartphone Application is easy to find and access				4 (agree).			
Smartphone Application covers the necessary features				4 (agree).			
Please rate your overall level of satisfaction with the Smartphone Application				4 (satisfied).			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				Yes.			
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):				Have not taken my vehicle to any dealer since taking delivery.			
Please explain further about your choice to recommend your vehicle:				Great car.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

What Can We Do Better?>							
Feedback/Concerns:				Having trouble get ing used to electronic shifter.			
What has Chrysler done right?				Most everything else.			

Vehicle Satisfaction Ratings							
Overall audio, entertainment, and navigation system impression				5.			
Clarity of sound				5.			
Ease of using system displays while driving				5.			
Integration with phones				5.			
Integration with media players				5.			
Navigation system route accuracy				5.			
Support for popular music/video formats				5.			
Exterior design and appearance (overall impression)				5.			
Appearance of exterior paint				5.			
Front view styling (front fascia, hood, grille, headlight area)				5.			
Side/profile view styling (driver's side or passenger's side exterior area)				5.			
Rear view styling (rear fascia, bumper)				5.			
Wheels, rims, and tires appearance and styling				5.			
Headlight illumination/performance during night-time driving				5.			
Interior comfort, design and appearance of interior (overall impression)				5.			
Vehicle storage and space usage				5.			
Head/leg/foot room				5.			
Ease of getting into and out of vehicle				5.			
Interior noise level while driving				5.			
Seat adjustment and comfort				5.			
Steering wheel adjustment				5.			
Operating controls while driving (gear selector, turn signals, horn, etc.)				3.			
Location and usefulness of interior lighting				5.			

Vehicle Satisfaction Ratings	
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	appearance
Is there anything about your new vehicle you would like to see changed?	not crazy about electronic gear selector

Continuous Quality Insight	
Continuous Quality Insight	No Concerns.

About You	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$23,000 plus trade in.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. 300. 2007. Replaced Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
Primary vehicle in your household:	Chrysler. Aspen. 2008. Primary Household Vehicle: Purchased New.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	.
What year were you born?	
Please indicate your highest education level	4 year college degree.
What is your current marital status?	
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	
What is your total household income (before taxes)?	\$80,000 - \$99,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG8DH	Model Year	2013	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	07/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6162311336
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K178361375
Color	PSC	BILLET METALLIC CLEAR COAT					

Report Number		System Key	243271330	Report Version	3	Open Date	11/01/2013
Close Date	11/01/2013	Narrative Date	11/06/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Continuous Quality Insight

Continuous Quality Insight	Engine. Interior Trim/Storage/Windows. Seats. Steering, Handling, and Ride.
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Detail on High Rated Items

You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	As a first time user of a navigation system, this one seems to work well.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Sound is good for 74 year old ears.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Again as a first time user of flat panel displays in a car, this seems fine.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	The Bluetooth connection to my phone was easy to set up and works well.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	This car is very easy to get in and out of.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	High mileage on the road.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Interior sound level.
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What Can We Do Better?>

Feedback/Concerns:	Provide more trunk space and quiet the engine and road noise more.
What has Chrysler done right?	Gas mileage and engine performance are good.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	3.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	2.

Vehicle Satisfaction Ratings	
Seat adjustment and comfort	3.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	3.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	Gas mileage.
Is there anything about your new vehicle you would like to see changed?	More trunk space and quieter interior.

About You	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$37,000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Buick. Park Avenue. 2002. Replaced Vehicle: Purchased New. Cadillac. XTS. 2013. Primary Considered Vehicle: New.
Primary vehicle you were considering:	
Which, if any, influenced your purchase decision? (check all that apply):	Price. Consumer Reports ratings. Vehicle test drive. Dealership information.
Secondary vehicle you were considering:	Chevrolet. Impala. 2014. Secondary Considered Vehicle: New.
Primary vehicle in your household:	Buick. Lucerne. 2006. Primary Household Vehicle: Purchased New.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	\$150,000 - \$199,999.

Engine>Engine Noise (abnormal)>	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.

Engine>Engine Noise (abnormal)>Engine makes abnormal/excessive noises>	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine noise sounds like (check all that apply):	Typical engine sound is just noisier than expected inside the car.
Engine noise occurs while vehicle is (check all that apply):	Same as above.
How often does this trouble occur?	Trouble occurs regularly.

Engine>Engine Noise (abnormal)>Engine makes abnormal/excessive noises>

Please describe conditions when this trouble occurs:	Accelerating from a stop.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	None

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Overall the car is what we were looking for.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
The Smartphone Application format is easy to understand and use	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Please provide feedback on how Chrysler can improve the Smartphone Application	Need to use it more to be able to comment further.
What information did you need that was not included in the Smartphone Application?	See above.

Welcome>

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CCAEG9DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/17/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1161310283
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K165361515
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	243924847	Report Version	4	Open Date	11/01/2013
Close Date	11/11/2013	Narrative Date	11/15/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 0-999.

Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Interior Trim/Storage/Windows.
Seats.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken the vehicle to a dealer to have your trouble corrected? No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG4CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	11/25/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6321111734
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K298182154
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	244167309	Report Version	4	Open Date	11/14/2013
Close Date	11/14/2013	Narrative Date	11/19/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Transmission gear selector needs to be reworked.
You rated engine exhaust sound Low. Use this space to provide any specific comments you would like to share.	I'd like to hear a nice low rumble.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Transmission selector is the only thing that is really disappointing.

Detail on High Rated Items

You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	It just looks cool.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	I've never had a car that handles corners this well.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Highway MPG. Audio components. Climate controls.

About You

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	29000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Chevrolet. Tahoe. 2001. Replaced Vehicle: Purchased New.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	.
Please indicate your highest education level	High school degree / GED.
What is your current marital status?	.
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	.
What is your total household income (before taxes)?	\$60,000 - \$79,999.

Welcome>

Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight

Continuous Quality Insight	Interior Climate Control. Features/Controls/Displays. Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.
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Hands-Free Phone / Bluetooth system loses connection

How often does this trouble occur?	Trouble occurs regularly.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Is there more than one phone paired to the vehicle?	No.
Lost connection problem happens when:	Other: Please describe when this trouble occurs.
Additional Comments:	I can usually create a voice to text message one time. After that, it appears to connect for a second or two, then goes back to whatever audio output I was listening to. The phone part works fine. It's only when using voice to create text that the connection drops out.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.
Features/Controls/Displays>Features and Controls>	
Features and Controls	Light switches/controls.
Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.
Entertainment/Navigation System/Connectivity>	
Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	Apple.
Please tell us your cell phone model	MD279LL/A6
If known, please tell us your software version	6.1.3
Entertainment/Navigation System/Connectivity	None
Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Have often only gotten into reverse when parking. Hit the engine off button, only to find the car going backwards as I'm getting out of the car. Only then do I realize I didn't get it into "Park", and the engine is still running. Often times when backing out of my garage, I shift from Park into Drive accidentally rather than reverse. So far I've caught the error every time. This is the stupidest thing I've ever heard of. It doesn't work like a manual control. Apparently it still has some automatic actuator in it. The paddles get pressed accidentally when turning the steering wheel, which causes the car to change shifting modes without the driver realizing it, until the engine rpms go up too high. Then I have to look around to see what's going wrong. Getting used to it now, but it's really annoying. Get rid of it entirely or put in some kind of positive "feel" manual shifting mechanism. Whoever designed this system should be fired!!
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	There is no "feel" for which gear I have selected. I saw a 1950 something Plymouth that had a pushbutton transmission selector. You might want to go back to that.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	This would be a fantastic car if it had a clutch and manual transmission.
Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Handling and driver leg room.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	3.
Integration with phones	4.
Integration with media players	4.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	3.

Vehicle Satisfaction Ratings

Interior noise level while driving	3.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	2.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	1.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	2.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	3.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	Handling, Audio
Is there anything about your new vehicle you would like to see changed?	Transmission selector.

What Can We Do Better?>

Feedback/Concerns:	Take the sports car characteristics of the Challenger and incorporate them into the Charger.
What has Chrysler done right?	Handling is phenomenal. Six cylinder fuel efficiency is very good considering the horse power coming out of it.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Transmission shifting is very poorly designed. 610-360-0696

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG3DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	12/21/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6346211123
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K326250270
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	244167422	Report Version	4	Open Date	11/14/2013
Close Date	11/14/2013	Narrative Date	11/19/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on High Rated Items

You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Only problem is there is really no convenient place to put my phone, but since it all comes up on the screen when a call comes in it's not that big of a deal.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Gear selection was a little hard to get used to but now I get irritated when I have to drive another car that is made in the old style.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I'm getting about 8 mpg more than in my 2010 model!
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	You only gave me 0-5. Those people deserve a 10!
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	It just looks hot when I look at it, even after 8 months.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The climate control system. It was repaired but still acts up. When I turned it up high enough to get it warm in the car, it wouldn't go down lower unless I turned it off and left it off for a while. When I get in a car and it is cold, I want hot air to blow out until I turn it down and then I want it to just circulate. I was really dissapointed in that, but I think every car company is using these kind of systems now.
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About You

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	32000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Dodge. Charger. 2010. Replaced Vehicle: Purchased Used.
Primary vehicle you were considering:	Chevrolet. Camaro. 2013. Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Previous experience with the vehicle/brand.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	car was too small for my husband to get in and out of
Primary vehicle in your household:	Chevrolet. Silverado 2500HD. 2012. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	Ford. Mustang. 2001. Secondary Household Vehicle: Purchased Used.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	
What year were you born?	
Please indicate your highest education level	High school degree / GED.
What is your current marital status?	
How many children 17 or under live in your household?	
Please indicate your ethnicity	
What is your total household income (before taxes)?	\$60,000 - \$79,999.

Welcome>	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Continuous Quality Insight	
Continuous Quality Insight	Interior Climate Control.
Interior Climate Control>Operation and Performance>	
Operation and Performance	Heater never gets hot enough.
Interior Climate Control>Operation and Performance>Heater never gets hot enough>	
Please indicate typical weather conditions when heater trouble occurs (check all that apply):	If it ever gets it warm inside the car, then you can't get it to level out and end up rolling down the windows for a while, so its either hot or cold.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	When I am freezing!
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	The whole ac/heat system sucks.
Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	other than the ac/heating system, it is the best car I have ever owned. This is my second Charger.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Which feature or section of the Smartphone Application did you find most helpful and why?	startup-I had never used a system like this before
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	4.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.

Vehicle Satisfaction Ratings

Climate control operation (function and ease of use)	3.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	The fuel economy, the size of the display screen, seat heaters!
Is there anything about your new vehicle you would like to see changed?	Wish I had gotten a back up camera

What Can We Do Better?>

What has Chrysler done right?	I love the built in gas cap in the door! And it looks and handles great.
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Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

To better serve you, briefly describe the topic(s) you would like to discuss.
Please provide us with a phone number you can be reached at during daytime hours. Thank you. My ac/heat system [REDACTED]

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG6DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	06/03/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6144320232
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K150361293
Color	PBG	GLACIER BLUE PEARL COAT					

Report Number		System Key	244593632	Report Version	3	Open Date	11/20/2013
Close Date	11/20/2013	Narrative Date	11/22/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Shift between gears is rough/harsh under normal driving conditions.			
				Gear selector is difficult to operate (auto. trans.).			

Continuous Quality Insight							
Continuous Quality Insight				Transmission and Drivetrain.			

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>							
Going into which gear/gears does the trouble occur? (check all that apply)				It jerks some times when it shifts. Not all the time.			
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):				It occurs occasionally when shifting from everse to drive.			
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):				I am backing out of my driveway or a parking lot after just getting the car to go someplace.			
How often does this trouble occur?				Trouble occurs intermittently.			
Please describe conditions when this trouble occurs:				Stupid question.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				I think it a design flaw because I had the same thing on my 2011 Chrysler 200 convertible with six speed automatic. It just doesn't always shift smoothly like a brand new upscale Chrysler should.			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				The selector should go right into reverse when I push the button and pull the lever down to reverse. It shouldn't slip all over the place until I can get it in the right spot. Same as above.			
Why is the gear selector difficult to operate?				Gear selector requires too much effort/force to operate.			
How often does this trouble occur?				Trouble occurs intermittently.			
Please describe conditions when this trouble occurs:				Hot, cold wet, dry.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
Please explain further about your choice to recommend your vehicle:				I had the 200 convertible and disliked the front wheel drive feature. I did not like the steering because so much flex in the steering when accelerating. I wanted another rear wheel drive car.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by phone or e-mail.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

Vehicle Satisfaction Ratings							
Overall audio, entertainment, and navigation system impression				5.			
Clarity of sound				5.			

Vehicle Satisfaction Ratings	
Ease of using system displays while driving	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	The smoo h ride.
Is there anything about your new vehicle you would like to see changed?	no

What Can We Do Better?>	
Feedback/Concerns:	I love cars and this is my 73rd car. I have had 7 Chryslers and 2 Plymouths.
What has Chrysler done right?	This design is beautiful. The build quality is way improved. I love the acceleration on this 6 cylinder car.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

About You	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$23487
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. 200. 2011.
Primary vehicle you were considering:	Replaced Vehicle: Purchased Used. GMC. Terrain. 2013. Primary Considered Vehicle: New.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Wouldn't fit in my garage.
Secondary vehicle you were considering:	GMC. Terrain. 2013.
Primary vehicle in your household:	Chrysler. 300. 2013.
Which of the following best describes the area you live in?	Urban.

About You

What is your primary language?	English.
Please indicate your gender	.
What year were you born?	1 .
Please indicate your highest education level	2 year college degree.
What is your current marital status?	.
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	.
What is your total household income (before taxes)?	\$25,000 - \$39,999.

Detail on High Rated Items

You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	I don't have navigation. I don't have a cell phone so none of that stuff is interesting to me. By the way, I'm 74 and not into all that crap.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	I have none.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	I like the leather interior.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	This is a nice updated look to the original 300 from the early 2000's.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	I have none.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	I have none.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	I have none.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	You know it is a 300 coming at you because of the lights at night.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	Being a senior citizen this is an easy car for me to get in and out of.
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	This is a very stupid questionnaire.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	This is a to long and very stupid questionnaire. It needs brevity.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG7EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	09/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6211321646
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K234363071
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	244498635	Report Version	4	Open Date	11/19/2013
Close Date	11/19/2013	Narrative Date	11/22/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Did you purchase or lease your vehicle?	Lease.
What price did you pay for your vehicle?	\$39,000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. 300. 2008. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	Dodge. Charger. 2014. Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	.
What year were you born?	
Please indicate your highest education level	High school degree / GED.
What is your current marital status?	
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	
What is your total household income (before taxes)?	\$80,000 - \$99,999.

Continuous Quality Insight

Continuous Quality Insight	No Concerns.
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Welcome>

Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

No Concerns>

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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What Can We Do Better?>

Feedback/Concerns:	Only thing not satisfied with is the gear shift selector not intuitive. Have to always check to make sure what gear in and not smooth transition when backing up and going into drive.
What has Chrysler done right?	Very smooth ride.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	4.
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Vehicle Satisfaction Ratings

Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	Smooth ride
Is there anything about your new vehicle you would like to see changed?	Gear selector

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG4DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	06/01/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6145320158
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K151361157
Color	PX8	GLOSS BLACK					

Report Number		System Key	245288258	Report Version	3	Open Date	11/29/2013
Close Date	11/29/2013	Narrative Date	12/04/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The Spring Shift - I've realized that I actually need to look to make sure I am in gear before stepping on the gas or releasing the brake. Have started to roll backwards when I thought I was in Drive but was actually in neutral. Also, I have also discovered that when I have started to drive away I realize the car is in Low and not Drive. Now I always look before doing anything,.
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Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	4.
Integration with phones	5.
Integration with media players	3.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	3.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	4.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Engine sound	4.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Bluetooth, comfort and visibility
Is there anything about your new vehicle you would like to see changed?	Spring shifter frequently goes into Low when shifting into Drive.

What Can We Do Better?>

What has Chrysler done right?	Chrysler has improved the quality and appearance of the 300. Not sure about the 200.
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About You

Did you purchase or lease your vehicle?	Purchase.
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About You

Is this your first new vehicle ever purchased / leased?

No.

Please tell us about the vehicle you replaced (if applicable)

Jeep.

Grand Cherokee.

2011.

Replaced Vehicle: Purchased New.

Which of the following best describes the area you live in?

Suburban.

What is your primary language?

English.

Please indicate your gender

Male

What year were you born?

1985

What is your current marital status?

Married

How many children 17 or under live in your household?

0

Please indicate your ethnicity

White

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Welcome>

Please tell us how many miles are currently on your vehicle:

3,000-4,999.

Are you the primary driver of this vehicle?

Yes.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):

First oil change

Repair of paint chipping and removal of marks on the car.

Please explain further about your choice to recommend your vehicle:

Ease of handling, ease of controls and comfort.

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Continuous Quality Insight

Continuous Quality Insight

No Concerns.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG6EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	10/03/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6234321684
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K260361464
Color	PX8	GLOSS BLACK					

Report Number		System Key	245811603	Report Version	5	Open Date	12/08/2013
Close Date	12/08/2013	Narrative Date	12/13/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

What Can We Do Better?>	
Feedback/Concerns:	Electronic shifter, shaded mirrors
What has Chrysler done right?	Smoo h and quiet ride

Other>	
Please describe the other trouble you experienced:	Electronic shifter is ridiculous! When I think its in park I find myself in reverse, on several occasions. Also when putting in drive I find myself in neutral. very frustrating and unsafe.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Internal rear view mirror works properly, but is difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Don't want shaded mirror

External side view mirrors work properly, but are difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Rear view mirror and driver side outside mirror always shaded and I do not want them shaded.Passenger side is normal, thats what I want for all mirrors. I don't know how to adjust them, if thats possible.
Please indicate which mirror's controls are difficult to understand/use; are in a poor location (check all that apply):	Don't know how to turn it off

Features/Controls/Displays>Features and Controls>Rear view mirrors (interior/exterior)>	
Rear view mirrors (interior/exterior)	External side view mirrors work properly, but are difficult to understand/use; in a poor location. Internal rear view mirror works properly, but is difficult to understand/use; in a poor location.

Features/Controls/Displays>Features and Controls>	
Features and Controls	Rear view mirrors (interior/exterior).

Detail on High Rated Items	
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	SD card, GREAT!!!

Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Shifter is frustrating and unsafe if you are not completely focused on the indicator.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	same as above

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	3.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	3.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	3.
Brake responsiveness/effort	4.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	Radio SD card.
Is there anything about your new vehicle you would like to see changed?	Electronic shifter

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

About You	
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. 300. 2011.
Primary vehicle in your household:	Chrysler. 300. 2014. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	Dodge. Nitro. 2008. Secondary Household Vehicle: Purchased Used.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/> .
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	High school degree / GED.

About You

What is your current marital status? [REDACTED]
How may children 17 or under live in your household? 0.
Please indicate your ethnicity [REDACTED]
What is your total household income (before taxes)? \$40,000 - \$59,999.

Continuous Quality Insight

Continuous Quality Insight Features/Controls/Displays.
Other.

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG8DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	05/25/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6135311317
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K142363258
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	248359123	Report Version	4	Open Date	01/13/2014
Close Date	01/13/2014	Narrative Date	01/17/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	All of it
Is there anything about your new vehicle you would like to see changed?	electronic shifter

Detail on High Rated Items

You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Voice recognition needs improvement
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	My vehicle did not come with navigation. You should update your select button options with: not applicable
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Good job to the designers of this model
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Good job to the designers of this model. Like the aggressive look.

Detail on High Rated Items

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Heated/cooled cup holders! Awsome. Could improve the seats a little by having a bit more contour in the bottom of the seat.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Nice and quiet.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	Improve bottom of seat by adding more contour.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	Like the safety, ie., airbags.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Touch screen, clea,r easy, big option tabs
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Impressive HP for V6
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	Nice exhaust sound
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	Dislike the electronic shift. Jumps selection if pulled too far back or forward. Would prefer actual mechanism. When vehicle is put into initial gear the transmission has a tendency to "clunk". But smoother operation on highway in all gears.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Nice and quiet.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Love All-Wheel-Drive feature
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	Buy American. I owned a BMW 525xi and it was riddled with problems. Never again.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Heated/cooled cup holders exceeded my expectations for this model vehicle as well as the touch screen options.

About You

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$35K
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	BMW. 5 Series. 2008. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	Chevrolet. Tahoe. 2013. Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Previous experience with the vehicle/brand.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Performance/style
Secondary vehicle you were considering:	Cadillac. CTS Sedan. 2013. Secondary Considered Vehicle: New.
Primary vehicle in your household:	GMC. Sierra 2500HD. 2006. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	Hyundai. Santa Fe. 2013. Secondary Household Vehicle: Purchased New.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	<div></div>
What year were you born?	<div></div>
Please indicate your highest education level	4 year college degree.
What is your current marital status?	<div></div> .
How may children 17 or under live in your household?	<div></div>
Please indicate your ethnicity	<div></div> .
What is your total household income (before taxes)?	\$100,000 - \$124,999.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on	Seat contouring on bottom. Make it feel a bit more secure. A bit too flat.
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Detail on Low Rated Items	
any feature of the vehicle that fell well below your expectations.	
No Concerns>	
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Please provide feedback on how Chrysler can improve the Smartphone Application	Voice recognition needs improvement on recognizing commands. Current VR does not always understand names/commands
What information did you need that was not included in the Smartphone Application?	N/A
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
Please explain further about your choice to recommend your vehicle:	American made, style, power, features.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
What Can We Do Better?>	
Feedback/Concerns:	Don't outsource any vehicle part to China! Improve customer service experience and following as well as incentives. People want to purchase American made vehicles they just know it. Expand patriotic theme in advertisement campaign.
What has Chrysler done right?	Vehicle design & marketing.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome>	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.
Continuous Quality Insight	
Continuous Quality Insight	No Concerns.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG2EH	Model Year	2014	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN	
Built Date	11/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1226310564
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K297363413
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	248226130	Report Version	5	Open Date	01/12/2014
Close Date	01/12/2014	Narrative Date	01/17/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Exterior>Trunk Lid>Trunk lid is difficult to open/close>Trunk lid is difficult to open/close>

Please indicate which of the following best describes your concern (check all that apply):
 awkward to hold. need to slam to latch.
 How often does this trouble occur?
 Trouble occurs regularly.
 To the best of your recollection, the trouble was first noticed:
 At delivery.
 Approximate mileage when trouble was first noticed was:
 0 - 1499 miles.

Vehicle Exterior>Rear Side Doors>Rear side doors are difficult to open/close>

Please indicate which of the following best describes your concern (check all that apply):
 need to slam hem to close all the way
 Please indicate which rear door is difficult to open/close (check all that apply):
 Driver's side rear door.
 Passenger's side rear door.
 How often does this trouble occur?
 Trouble occurs regularly.
 To the best of your recollection, the trouble was first noticed:
 At delivery.
 Approximate mileage when trouble was first noticed was:
 0 - 1499 miles.

Vehicle Exterior>Front Doors>Front doors are difficult to open/close>

Please indicate which of the following best describes your concern (check all that apply):
 need to slam hem to close all the way
 Please indicate which door is difficult to open/close (check all that apply):
 Driver's side front door.
 Passenger's side front door.
 How often does this trouble occur?
 Trouble occurs regularly.
 Please describe conditions when this trouble occurs:
 needing to close he door
 To the best of your recollection, the trouble was first noticed:
 At delivery.
 Approximate mileage when trouble was first noticed was:
 0 - 1499 miles.
 Additional Comments:
 I thought I was thru slamming car doors when I traded in my Prius

Vehicle Exterior>Front Doors>

Front Doors Front doors are difficult to open/close.

Vehicle Exterior>Rear Side Doors>

Rear Side Doors Rear side doors are difficult to open/close.

Vehicle Exterior>Trunk Lid>Trunk Lid>Trunk Lid>

Trunk Lid Trunk lid is difficult to open/close.

Continuous Quality Insight

Continuous Quality Insight
 Steering, Handling, and Ride.
 Entertainment/Navigation System/Connectivity.
 Vehicle Exterior.

Welcome>

Please tell us how many miles are currently on your vehicle:
 0-999.
 Are you the primary driver of this vehicle?
 Yes.

Voice Activation / Recognition doesnt recognize command

Please describe when this trouble occurs:
 Don't use it. to awkward. fails to recognize my words. poor menus. doesn't ask good questions. I don't take my eyes off the road when in voice mode.
 What button did you use?
 steering wheel
 How often does this trouble occur?
 Trouble occurs regularly.
 Additional Comments:
 automated phones do much better :(

Hard Controls/Menu

Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command. Voice Recognition feature does not have enough functions available.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Please explain further about your choice to recommend your vehicle:	No alert if you exit vehicle with engine running. In past, alerts sounded with headlights on. Chrysler thinks leaving engine on is less of a problem than leaving lights on.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Taking eyes off the road is bad.
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):	Controls require too much attention (must take eyes off the road) to operate.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available>	
Please describe additional functions you would like to have:	I expected to be able to control the interior environment by voice. The command "heat drivers seat" doesn't work, as an example.

Detail on Low Rated Items	
You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.	Don't like being forced to take my eyes off the road.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	The shift lever is awkward. I used to be able to know what gear I was in by where the lever was. The only way I know what gear I am in is to look at the dash. I cannot go from D to R. I end up going from P to R
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I have stated them all previously. The one that upsets me the most that I want to emphasize is the carbon monoxide issue. No warning that the engine is still running when the driver exits the vehicle. When the garage door goes down, a perfect setup for CO poisoning.

About You	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	?
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Toyota. Prius. 2001. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	Lincoln. MKZ. 2014. Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply):	300C suited wife's discomfort better than MKZ hybrid. If the MKZ had been as comfortable to her, I would have bought the hybrid. I preferred the MKZ's cockpit, she the 300C seats. Vehicle test drive. Dealership information. Previous experience with the vehicle/brand.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	As much as I prized the MKZ's mileage and instrumentation, the wife's comfort trumped all.
Secondary vehicle you were considering:	Cadillac. ATS. 2014. Secondary Considered Vehicle: New.

About You

Primary vehicle in your household:	Chrysler. 300. 2014. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	Chrysler. Town & Country. 2005. Secondary Household Vehicle: Purchased New.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	
What year were you born?	
Please indicate your highest education level	Graduate degree.
What is your current marital status?	
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	
What is your total household income (before taxes)?	\$100,000 - \$124,999.

What Can We Do Better?>

Feedback/Concerns:	No secondary sun visor when sun is low and the road makes the sun alternate between windshield and drivers door window. Flipping visor from window to window is unsafe. Saying your voice control is primitive is paying it a compliment. no alert when leaving car with engine running is unsafe, especially done when parked in garage. Bad gear shift design. When stopped, can't shift quickly from D to R without ending up in P. A quick shift is needed now and then to avoid problems. Car shifts are jerky under 15 MPH.
What has Chrysler done right?	Wife found seats more comfortable than MKZ and ATS.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	just to make sure my comments at the end of the survey are clear

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	1.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	2.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	2.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	2.
Engine performance during acceleration	4.
Engine sound	3.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	2.
Brake responsiveness/effort	3.
Ride quality	2.
Steering and handling (responsiveness, stability)	3.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.

Vehicle Satisfaction Ratings	
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	3.
Is there anything about your new vehicle you would like to see changed?	see survey comments

Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	eXtreme is a very good dealership. They were the deciding factor in buying a 300C and not a MKX hydrid.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	none

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG8DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	06/20/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6157320222
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K170361077
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	248226211	Report Version	5	Open Date	01/12/2014
Close Date	01/12/2014	Narrative Date	01/17/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on High Rated Items

You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Easy to use
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Great sound
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Easy to see and use
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Easy to connect
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Easy to connect
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Not available
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Sharp car
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Tons of flake in the paint
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Looks mean
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Quick
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	Solid
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Nice comfortable ride
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Smooth and quick response
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Would recommend the dealer

About You

Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	31000
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Chevrolet.
Which, if any, influenced your purchase decision? (check all that apply):	On-Line blogs or forums. NHTSA or IIHS safety ratings. Vehicle test drive.
Primary vehicle in your household:	Dodge. Durango. 2004.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	
What year were you born?	1
Please indicate your highest education level	4 year college degree.
What is your current marital status?	d.
How many children 17 or under live in your household?	
Please indicate your ethnicity	

Welcome>

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
What Can We Do Better?>	
Feedback/Concerns:	We had the car 2 weeks and somehow it managed to roll into another car...its currently in the body shop and when its fixed its going to the dealer to figure how what malfunctioned on the car.
Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	3.
What are your favorite parts of your new vehicle?	looks
Is there anything about your new vehicle you would like to see changed?	remote start by smart phone

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG7DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	02/02/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1016311076
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K349256996
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	248358535	Report Version	4	Open Date	01/03/2014
Close Date	01/13/2014	Narrative Date	01/17/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				0-999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Entertainment/Navigation System/Connectivity.			

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>							
Hands-Free Phone / Bluetooth				Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.			
				Hands-Free Phone / Bluetooth system is difficult to use.			

Entertainment/Navigation System/Connectivity>							
Please choose your cell phone carrier				Verizon Wireless.			
Please choose your cell phone brand				Motorola.			
Please tell us your cell phone model				Droid Razr and LG ?			
If known, please tell us your software version				unk			
Entertainment/Navigation System/Connectivity				none			

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG3DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	11/06/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6305211282
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K279233528
Color	PX8	PITCH BLACK					

Report Number		System Key	249003196	Report Version	3	Open Date	01/21/2014
Close Date	01/21/2014	Narrative Date	01/24/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight No Concerns.

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply): Have not taken my vehicle to any dealer since taking delivery.

Please explain further about your choice to recommend your vehicle: More space than a comparable SUV!

Overall, how satisfied are you with the quality of your new vehicle? Satisfied.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns: I love the Charger, but there were a slew of features I'd love to have, that I didn't know about when I bought the car. They are as follows: I love the 8-spd transmission, but without paddle-shifters or sport-mode, I'm incredibly disappointed in the feeling of being engaged with the car. I'd like to know what gear I'm in, instead of just "D". The driver display could easily show those details, and the display should be customizable for what I want to view. Be cutting edge, the LED tail lights should be complemented with LED headlights and LED accent lights (that can cycle through colors). Full size spare, please.

What has Chrysler done right? The body design, and the refreshed interior is a huge advancement from the first generation of the new Charger. I'm in awe everytime I see the car. The driver interface and ergonomics need some work, for sure, but the aesthetics are really great. I never liked domes ic vehicles until I saw this Charger it completely wowed me!

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Can paddle-shifters be installed? That would be such a HUGE benefit! My cell phone is .

Please provide us with a phone number you can be reached at during daytime hours. Thank you.

About You

Did you purchase or lease your vehicle? Purchase.

What price did you pay for your vehicle? 25,000

Is this your first new vehicle ever purchased / leased? No.

Please tell us about the vehicle you replaced (if applicable) Audi.

Primary vehicle you were considering: Audi.

Which, if any, influenced your purchase decision? (check all that apply): A6.
2010.
Primary Considered Vehicle: Used.
Edmunds.
On-Line blogs or forums.

About You

	Dealership information.
	Manufacturer?s website.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	N/A
Secondary vehicle you were considering:	Nissan.
	Xterra.
	2013.
	Secondary Considered Vehicle: New.
Primary vehicle in your household:	Acura.
	RL.
	1998.
	Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	Nissan.
	Pathfinder.
	1997.
	Secondary Household Vehicle: Purchased Used.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	■
What year were you born?	■
Please indicate your highest education level	4 year college degree.
What is your current marital status?	■.
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	■

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	3.
Navigation system route accuracy	3.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	3.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	3.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.

Vehicle Satisfaction Ratings	
What are your favorite parts of your new vehicle?	Heated, red leather seats. They're beau iful!
Is there anything about your new vehicle you would like to see changed?	Auto-close trunk, Paddle-shifters, reverse camera, compass in mirror (or on driver's display)

Detail on High Rated Items	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The Charger's aesthetic is magnificent. It's aggressive, and still civilized. The LED taillights are a work of art.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	N/A
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	It's a wicked front design, and really looks menacing on first sight. I'd like to be able to customize the grille prior to delivery, though, without an added cost. Why can't we order and install the custom grills at no cost before purchase of the vehicle?
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	The scalloped area of the door makes the Charger look athletic and balances the massive size of the car.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	The LED tail lights win every time.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	N/A
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	I love the 8spd, but there needs to be a sports mode, and the ability to cycle through gears via the driver display. In inclement weather, it's a huge benefit so I can modulate how much power I need when climbing or descending steep inclines.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I drive 400 miles a week, and I can go to about 425 miles before needing to refuel. My previous 4-cylinder turbo was good for about 320miles before fill-up. I pay less, now, per full tank, and get more miles for it.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	The dealership experience was fantastic.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	The car feels solid, although the textures of many of the interior panels feels cheaply made.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The fuel economy was a huge factor for me. I also carry a lot of gear, so having a large trunk and back seat was critical. The colored leather seats really set the car apart from other vehicles at base model pricing.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The driver display / computer should be customizable with what screens are shown when driving. Cycling through info. is fine, but I want to have specific details readily accessible. I didn't know paddle-shifters were available, and I sorely wish I could have those, especially with the 8spd transmission. Backup camera should be a standard option given the size of vehicle. An integrated compass would be very useful. The sunshades feels enormously oversized and flimsy, they need to be better refined. Heated rear seats also would be great. Relocate where the USB/Aux in interfaces are (to the center dash).

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG5DH6	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	12/12/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6339220361
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M305201410
Color	PX8	GLOSS BLACK					

Report Number		System Key	249266288	Report Version	5	Open Date	01/16/2014
Close Date	01/26/2014	Narrative Date	01/31/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI		ZIP	48326 -275
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG1CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	09/21/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6253110779
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K157138887
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	249575165	Report Version	3	Open Date	01/29/2014
Close Date	01/29/2014	Narrative Date	02/03/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Size for large adults (over 6 feet) especially the rear seat
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?>	
What has Chrysler done right?	styling and engine performance wi h the pentastar v6

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	5.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	styling mpg with v6
Is there anything about your new vehicle you would like to see changed?	sport mode standard

Transmission and Drivetrain>Transmission Noises>Transmission makes abnormal/excessive noises>	
Noise sounds like (Check all that apply):	whistling noise
Please indicate driving condition when noise occurs (check all that apply):	always in reverse

Transmission and Drivetrain>Transmission Noises>	
Transmission Noises	Transmission makes abnormal/excessive noises.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard>	
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	Vicinity of steering wheel area
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	random
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Approximate mileage when trouble was first noticed was:	8000 miles or above.

Interior Trim/Storage/Windows>Abnormal Noises>	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.

Seats>Seat Material>Seat material concerns>	
Please indicate which seat has trouble with its material (check all that apply):	Driver's seat.
Seat material trouble is:	Seat material sags/wrinkles or is loose fitting/unsecured.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Welcome>	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Seats>Seat Material>	
Seat Material	Seat material soils/scuffs easily. Seat material is sagging/loose/parting seams. Seat material concerns.

Seat material soils/scuffs easily	
Please indicate the trouble you experienced with the seat material (check all that apply):	leaves marks easily and difficult to remove material "catches"everything cloth seats and drivers seat material does not hold to cushion

Continuous Quality Insight	
Continuous Quality Insight	Interior Trim/Storage/Windows. Transmission and Drivetrain. Seats.

Detail on High Rated Items	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Shark front end, side detail and rear light
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	tungsten color brings out styling details
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	the entire front end styling stands out
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	The taillights distinguish this from all other manufacturers
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	very large trunk space
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	rear seat legroom is above most manufacturers
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	very easy to use

Detail on High Rated Items

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.

very impressed that during warm months consistently showed 29-32 mpg combined

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.

no pressure, answered all questions and gave me the car for a weekend test

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.

love the styling, performance and price that I paid

You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.

the styling and retro looks of the charger

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

fuel economy with the pentastar v6

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

seat material

About You

Did you purchase or lease your vehicle?

Purchase.

What price did you pay for your vehicle?

26,852

Is this your first new vehicle ever purchased / leased?

No.

Please tell us about the vehicle you replaced (if applicable)

Pontiac.

Grand Prix.

2004.

Replaced Vehicle: Purchased Used.

Primary vehicle you were considering:

Mazda.

MAZDA6.

2013.

Primary Considered Vehicle: New.

Which, if any, influenced your purchase decision? (check all that apply):

Vehicle test drive.

Dealership information.

Automotive magazines.

Secondary vehicle you were considering:

Volvo.

S60.

2013.

Secondary Considered Vehicle: New.

Primary vehicle in your household:

Dodge.

Charger.

2012.

Primary Household Vehicle: Purchased New.

Secondary vehicle in your household:

Chevrolet.

Equinox.

2011.

Secondary Household Vehicle: Purchased New.

Which of the following best describes the area you live in?

Suburban.

What is your primary language?

English.

Please indicate your gender

Male

What year were you born?

1980

Please indicate your highest education level

Trade / technical school.

What is your current marital status?

Married

How many children 17 or under live in your household?

0.

Please indicate your ethnicity

White

What is your total household income (before taxes)?

\$100,000 - \$124,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG7EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	10/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6274321577
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K278361616
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	249959072	Report Version	2	Open Date	01/31/2014
Close Date	01/31/2014	Narrative Date	02/05/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.

I have trouble shifting into gear without going by the desired gear and especially putting the car into park. I've never had trouble like this before in any vehicle and this is my 3rd 300.

Detail on High Rated Items

You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.

It sparkles at all times... love it!!!

I'm used to the Hemi engine, so the V6 is a very nice change in terms of fuel economy but I REALLY miss the responsiveness of the engine.

This is my 3rd dealer and I absolutely loved the experience, especially comparably speaking.

About You

Did you purchase or lease your vehicle? Lease.

Is this your first new vehicle ever purchased / leased? No.

Please tell us about the vehicle you replaced (if applicable)

Chrysler.

300.

2011.

Replaced Vehicle: Purchased New.

Primary vehicle you were considering:

Chrysler.

300.

Primary Considered Vehicle: New.

Which, if any, influenced your purchase decision? (check all that apply):

Recommendations from friends or family.

Dealership information.

Previous experience with the vehicle/brand.

Which of the following best describes the area you live in? Suburban.

What is your primary language? English.

Please indicate your gender

What year were you born?

Please indicate your highest education level PhD.

What is your current marital status?

How many children 17 or under live in your household? 0.

Please indicate your ethnicity

What is your total household income (before taxes)? \$80,000 - \$99,999.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression 4.

Clarity of sound 4.

Ease of using system displays while driving 4.

Integration with phones 4.

Integration with media players 4.

Navigation system route accuracy 4.

Support for popular music/video formats 4.

Exterior design and appearance (overall impression) 4.

Appearance of exterior paint 5.

Front view styling (front fascia, hood, grille, headlight area) 2.

Side/profile view styling (driver's side or passenger's side exterior area) 3.

Rear view styling (rear fascia, bumper) 4.

Wheels, rims, and tires appearance and styling 5.

Headlight illumination/performance during night-time driving 5.

Interior comfort, design and appearance of interior (overall impression) 5.

Vehicle Satisfaction Ratings	
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	2.
Engine sound	3.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	overall appearance and reputation of brand/style
Is there anything about your new vehicle you would like to see changed?	I wish I had mud flaps and a heated steering wheel again and I dislike the grill/front of the car compared to the older models. I don't like the gear shifter at all. It's difficult to use properly.

What Can We Do Better?>	
Feedback/Concerns:	I would love to have the side trim on the doors like I had on my 2008 car. I miss that look. And I really liked the older style grill. It made the car look regal and fierce at the same time. This grill looks like every other car out on the market. And I also liked the bigger boxier lights. The car should come with mudflaps!! It is always getting filthy.
What has Chrysler done right?	The color is super. The car is beautiful. Granted I would like the above mentioned things to make it better, but I really love the car overall.

Other>	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	It could be just me, but I don't know what I could be doing wrong. I assume it's just me so I have not mentioned this to my dealer.
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	The car is very difficult to put into gear without either missing the correct gear or having to repeat the process over again. This is my 3rd Chrysler 300 and I've never had a problem like this before.

Continuous Quality Insight	
Continuous Quality Insight	Other. Features/Controls/Displays. Entertainment/Navigation System/Connectivity.

Entertainment/Navigation System/Connectivity>	
Please tell us your cell phone model	Galaxy Nexus
Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	Samsung.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

No.

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

Would you recommend this vehicle to family or friends?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call

Do you usually set HVAC vent direction toward ceiling?

No.

How often does this trouble occur?

Trouble occurs intermittently.

Sound quality is poor: (check one)

In car.

Please describe when this trouble occurs:

When there is outside noise or the blower is on.

Do you recall your cellular coverage at the time?

Do not recall.

Does the issue occur when speaking at regular volume?

Yes.

At other times during use does your phone have poor call quality?

No.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth system has poor sound quality at far end.

Welcome>

Please tell us how many miles are currently on your vehicle:

1,000-2,999.

Are you the primary driver of this vehicle?

Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG1DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	07/03/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1174311067
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K179363024
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number	2913309	System Key	251538608	Report Version	3	Open Date	02/25/2014
Close Date	02/25/2014	Narrative Date	02/28/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

About You

Did you purchase or lease your vehicle? Purchase.
 What price did you pay for your vehicle? 35000
 Is this your first new vehicle ever purchased / leased? No.
 Please tell us about the vehicle you replaced (if applicable) Buick.
 Primary vehicle you were considering: Chrysler.
 300.
 Primary Considered Vehicle: New.
 Which, if any, influenced your purchase decision? (check all that apply): Kelley Blue Book.
 Edmunds.
 J D Power reports.
 Vehicle test drive.
 Dealership information.
 Manufacturer's website.
 Primary vehicle in your household: GMC.
 Sierra 1500.
 Which of the following best describes the area you live in? Suburban.
 What is your primary language? English.
 Please indicate your gender [REDACTED].
 What year were you born? [REDACTED].
 Please indicate your highest education level 2 year college degree.
 What is your current marital status? [REDACTED]
 How many children 17 or under live in your household? [REDACTED]
 Please indicate your ethnicity [REDACTED]
 What is your total household income (before taxes)? \$25,000 - \$39,999.

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations. Haven't driven much it's been in the shop

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression 4.
 Clarity of sound 4.
 Ease of using system displays while driving 4.
 Integration with phones 4.
 Integration with media players 4.
 Navigation system route accuracy 4.
 Support for popular music/video formats 4.
 Exterior design and appearance (overall impression) 4.
 Appearance of exterior paint 4.
 Front view styling (front fascia, hood, grille, headlight area) 4.
 Side/profile view styling (driver's side or passenger's side exterior area) 4.
 Rear view styling (rear fascia, bumper) 4.
 Wheels, rims, and tires appearance and styling 4.
 Headlight illumination/performance during night-time driving 4.
 Interior comfort, design and appearance of interior (overall impression) 4.
 Vehicle storage and space usage 4.
 Head/leg/foot room 4.
 Ease of getting into and out of vehicle 4.
 Interior noise level while driving 4.
 Seat adjustment and comfort 4.

Vehicle Satisfaction Ratings	
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	2.
How do you feel about the durability of your new vehicle?	1.
How do you feel about the VALUE of your new car? (i.e.	1.
What is your attitude overall towards your new car?	1.
What is your attitude overall towards the BRAND of your new car?	1.
What are your favorite parts of your new vehicle?	Seat and stereo
Is there anything about your new vehicle you would like to see changed?	Shifter design and part availability

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Gulfgate dodge chrysler
Was the trouble resolved to your satisfaction?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Please explain further about your choice to recommend your vehicle:	I drove this car 5 days before the gear shift went out. The part was back ordered and was not repair until after my first payment. I had a loaner car for 3 weeks.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Transmission and Drivetrain>Automatic Transmission>Slips/will not engage gear properly/shifts erratically>	
Going into which gear/gears does the trouble occur? (check all that apply):	Won't go into gear when it does gets stuck in gear Gets stuck on gear
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	In park couldn't drive the vehicle dealer was horrible bad experience
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Always
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

What Can We Do Better?>	
Feedback/Concerns:	Back order on a part for several weeks was unacceptable the car is brand new and the shifter is defec ive.
What has Chrysler done right?	Nothing by me

Contact Me>	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	why it took so long to repair and why did the dealer not expedite or offer compensation for having the vehicle for a month.
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically.

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain.

Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG7CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	05/08/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6119220378
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K103253978
Color	PBV	BLACKBERRY PEARL COAT					

Report Number		System Key	251885961	Report Version	4	Open Date	02/28/2014
Close Date	03/01/2014	Narrative Date	03/06/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				20,000-29,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Transmission and Drivetrain.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Gear selector is difficult to operate (auto. trans.).			

Overview							
Overall, how satisfied are you with the quality of your new vehicle?				Satisfied.			
Would you recommend this vehicle to family or friends?				No.			
Please explain further about your choice to recommend your vehicle:				sifting problem would keep me from recommending			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by e-mail only.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			

Vehicle Satisfaction Ratings							
Overall audio, entertainment, and navigation system impression				4.			
Clarity of sound				4.			
Ease of using system displays while driving				4.			
Integration with phones				1.			
Integration with media players				4.			
Navigation system route accuracy				3.			
Support for popular music/video formats				4.			
Exterior design and appearance (overall impression)				4.			
Appearance of exterior paint				4.			
Front view styling (front fascia, hood, grille, headlight area)				4.			
Side/profile view styling (driver's side or passenger's side exterior area)				4.			
Rear view styling (rear fascia, bumper)				4.			
Wheels, rims, and tires appearance and styling				4.			
Headlight illumination/performance during night-time driving				4.			
Interior comfort, design and appearance of interior (overall impression)				4.			
Vehicle storage and space usage				4.			
Head/leg/foot room				3.			
Ease of getting into and out of vehicle				3.			
Interior noise level while driving				4.			
Seat adjustment and comfort				4.			
Steering wheel adjustment				4.			
Operating controls while driving (gear selector, turn signals, horn, etc.)				1.			
Location and usefulness of interior lighting				4.			
Safety and visibility while driving				4.			
Climate control operation (function and ease of use)				3.			
Engine performance during acceleration				5.			
Engine sound				4.			
Engine exhaust sound				4.			
Transmission gear change performance (smoothness)				4.			
Fuel economy and driving range				3.			
Brake responsiveness/effort				4.			
Ride quality				4.			

Vehicle Satisfaction Ratings	
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	freeway driving
Is there anything about your new vehicle you would like to see changed?	shifting selection

About You	
Did you purchase or lease your vehicle?	Purchase.
Primary vehicle in your household:	Dodge. Charger. 2012. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	Dodge. Ram 1500. 2008. Secondary Household Vehicle: Purchased New.
Which of the following best describes the area you live in?	Urban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	0.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	will not always go to park stops at reverse or goes to neutral from drive. Wife had small accident two weeks after purchase in parking lot due to mistake in shifting. trying to go to reverse miss and end in neutral try to go in to reverse from neutral and end in park. Had near miss from transmission Not shifting and being stuck in traffic trying to make a quick three point turn. Never try to make a quick turn around since.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	must always take care to insure selection is correct
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Additional Comments:	Love the handling and with the six cylinder 8 speed plenty of speed but easy to control.

Detail on Low Rated Items	
You rated integration with phones Low. Use this space to provide any specific comments you would like to share.	drive don't talk!!!!

What Can We Do Better?>	
Feedback/Concerns:	Wife hates charger commercials that put the charger as second best.
What has Chrysler done right?	Charger is great but fix the shifting.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on High Rated Items	
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	balanced power to weight for positive control
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	survey to long

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABGXEH	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	12/05/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6323320063
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K325363602
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	252113051	Report Version	3	Open Date	03/04/2014
Close Date	03/04/2014	Narrative Date	03/07/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on High Rated Items

You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	The Garmin system is really clear and the 8 in monitor easy to follow while driving.
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	I like the feature where the system warns of a delay ahead and recommends a change of route.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	I ordered a silver metallic
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	It is great to have the back seats to fold when carrying an long object such as a 2x4 stud.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	2.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	4.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	comfortable; quiet; big enough to make me feel safer on a highway or in bad weather; panoramic sunroof; folding back seats;

Vehicle Satisfaction Ratings Is there anything about your new vehicle you would like to see changed?		electronic gear shifter; night lights angle and strength; rear view camera with beep sound; mirrors with sensor for blind spot; Chrysler should offer a choice of grille for any model: I could not order the diamond grill for my 300S.
Detail on Low Rated Items		
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.		electronic gear and shifter
About You		
Did you purchase or lease your vehicle? What price did you pay for your vehicle? Is this your first new vehicle ever purchased / leased? Please tell us about the vehicle you replaced (if applicable) Primary vehicle you were considering: Which, if any, influenced your purchase decision? (check all that apply): Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle. Secondary vehicle you were considering: Primary vehicle in your household: Which of the following best describes the area you live in? What is your primary language? Please indicate your gender What year were you born? Please indicate your highest education level What is your current marital status? Please indicate your ethnicity What is your total household income (before taxes)?	Purchase. 36250 k No. Pontiac. G8. 2009. Replaced Vehicle: Purchased New. Ford. Taurus. 2013. Primary Considered Vehicle: New. Kelley Blue Book. Edmunds. Manufacturer?s website. leg room back seat Hyundai. Genesis. 2014. Secondary Considered Vehicle: New. Ford. Fusion. 2011. Primary Household Vehicle: Purchased New. Urban. English. <div></div> <div></div> PhD. <div></div> <div></div> . \$125,000 - \$149,999.	
What Can We Do Better?>		
Feedback/Concerns:		Definitely the knob on the electronic shifter should be angled right to get full thumb control. The electronic shifter itself does not convey sufficiently the feeling for a gear change.
What has Chrysler done right?		I am happy with about every hing else so far. I have had the car for six weeks and only 700 miles.
Contact Me>		
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?		No.
Overview		
Overall, how satisfied are you with the quality of your new vehicle? Would you recommend this vehicle to family or friends? Please explain further about your choice to recommend your vehicle: If our team has any additional questions about your responses, would you accept further contact? Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Have you taken the vehicle to a dealer to have your trouble corrected?		Very satisfied. Yes. Overall it is an beautiful car with many amenities and an excellent value. I hope I will get used to the "electronic shifter" becaue so far I do not care for it. See my comments above. Upgrades such as adding a sound beep to the rear-view camera, and adding sensors to the outside mirrors to warn of blind spot movements should be offered by Chrysler as parts that the dealer can add to any existing vehicle. Yes, by e-mail only. No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). No.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Other>

Please describe the other trouble you experienced:

1. The back up camera should be accompanied by sound beep to warn the driver how close he/she is to bumping a parked car. 2. At night, the light does not offer sufficient angle and seems rather weak. But the angle of view is very poor. 3. The mirrors on the driver and passenger side should have electronic warning lights ; this is now a standard and does not need to be part of some package.

How often does this trouble occur?

Trouble occurs regularly.

Please describe conditions when this trouble occurs:

At night

To the best of your recollection, the trouble was first noticed:

At delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission

Gear selector is difficult to operate (auto. trans.).

Continuous Quality Insight

Continuous Quality Insight

Transmission and Drivetrain.

Other.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):

The electronic shifter does not convey the proper feeling of gear change. The knob on the left of the shifter is erroneously angled so that the thumb cannot apply full pressure and often slides. Often I think I am in Park but I am in Reverse or other position. I believe this is a design flaw and hope a new shifter will be designed so that I can replace mine.

Why is the gear selector difficult to operate?

Other (please describe).

How often does this trouble occur?

Trouble occurs regularly.

Please describe conditions when this trouble occurs:

I believe the button on the electronic gear is not properly angled. So one can easily miss a gear change. Also I feel that the gear change itself is not sufficiently stepped so one can easily miss a step.

To the best of your recollection, the trouble was first noticed:

At delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Welcome>

Please tell us how many miles are currently on your vehicle:

0-999.

Are you the primary driver of this vehicle?

Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG0EH1	Model Year	2014	Body	LDES48	DODGE CHARGER SXT AWD FOUR DOOR SEDAN	
Built Date	09/05/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6225321512
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K222363037
Color	PX8	PITCH BLACK					

Report Number		System Key	251884810	Report Version	5	Open Date	02/20/2014
Close Date	03/02/2014	Narrative Date	03/07/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI		ZIP	48326 -275
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH3EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	12/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6330320392
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K338363493
Color	PR3	TORRED					

Report Number		System Key	254221550	Report Version	1	Open Date	03/27/2014
Close Date	03/27/2014	Narrative Date	04/01/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.
Are you the primary driver of this vehicle? Yes.

No Concerns>

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Vehicle Satisfaction Ratings

Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	3.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	4.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG3EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	10/23/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6277310934
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K289361560
Color	PX8	GLOSS BLACK					

Report Number		System Key	253844969	Report Version	5	Open Date	03/25/2014
Close Date	03/25/2014	Narrative Date	04/01/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

Entertainment/Navigation System/Connectivity>

Please choose your cell phone carrier AT&T Mobile.

Please choose your cell phone brand Apple.

Hands-Free Phone / Bluetooth system loses connection

Were you in the middle of a call? Yes, and transferred call to headset.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG5EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	01/15/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6347310487
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K344363448
Color	PX8	GLOSS BLACK					

Report Number		System Key	253360948	Report Version	6	Open Date	03/20/2014
Close Date	03/20/2014	Narrative Date	04/02/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Seats.			
				Vehicle Exterior.			
				Steering, Handling, and Ride.			
				Transmission and Drivetrain.			

Vehicle Exterior>Trunk Lid>Trunk Lid>Trunk Lid>							
Trunk Lid				Trunk lid is difficult to open/close.			

Steering, Handling, and Ride>Noise and Vibration>							
Noise and Vibration				Abnormal noises coming from under vehicle.			

Steering, Handling, and Ride>Noise and Vibration>Abnormal noises coming from under vehicle>							
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
How loud is the noise?				Moderate.			
From what area of the vehicle is the noise coming?				Driver's side - front.			
How often does this trouble occur?				Trouble occurs regularly.			
Noise sounds like (Check all that apply):				Sounds is like a hard clunk when braking and turning from 30+mph and during acceleration. Like loading/unloading suspension.			
Please describe conditions when this trouble occurs:				Clunk noise is more pronounced when slowing down from 30+ miles and turning. Also when accelerating.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Gear selector is difficult to operate (auto. trans.).			

Vehicle Exterior>Trunk Lid>Trunk lid is difficult to open/close>Trunk lid is difficult to open/close>							
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Please indicate which of the following best describes your concern (check all that apply):				trunk lid does not close easily. Excessive force must be used to get the truck to latch closed.			
Please describe conditions when this trouble occurs:				at all times.			
Additional Comments:				vehicle was in a small collision to the rear, but the extra forced needed to close the trunk lid was noticed on a similar built 300			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Why is the gear selector difficult to operate?				Other (please describe).			
How often does this trouble occur?				Trouble occurs intermittently.			
Going into which position is the gear selector difficult to operate? (check all that apply):				when shifting into Park from Drive position, the shifter does not go into Park at times and is in Reverse. It is not noticed it is in reverse until we notice the car still moves. This only occurs when shifting into park quickly.			
Please describe conditions when this trouble occurs:				when shifting into when shifting into Park from Drive posi ion quickly.			

Overview							
If our team has any additional questions about your responses, would you accept further contact?				Yes, by phone or e-mail.			

Overview

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
The Smartphone Application format is easy to understand and use	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	2 (disagree).
Please rate your overall level of satisfaction with the Smartphone Application	2 (dissatisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Vehicle is smooth, quiet, has sports performance and is fuel efficient. Vehicle also handles very well in snowy/icy conditions.
Please provide feedback on how Chrysler can improve the Smartphone Application	Nice feature, but my GS3 android's VR text capabilities is not supported.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	5.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	2.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	3.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	1.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	S package. Paddle shift, leather interior, sunroof, navigation.
Is there anything about your new vehicle you would like to see changed?	suspension to air ride, larger EVIC cluster menu and controls display with programmable features like the highline cluster in the Ram Trucks.

About You

About You	
Did you purchase or lease your vehicle?	Lease.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive.
	Manufacturer?s website.
	Previous experience with the vehicle/brand.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	██████
Please indicate your highest education level	4 year college degree.
What is your current marital status?	██████
How may children 17 or under live in your household?	0.
What is your total household income (before taxes)?	\$60,000 - \$79,999.
What price did you pay for your vehicle?	39K
What year were you born?	██████
Please indicate your ethnicity	████████████████████

Detail on High Rated Items	
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Am very happy with Beats Audio system.

Detail on Low Rated Items	
You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.	would like the heated seats and wheel options to turn on when needed, IE ambient temperature controlled.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	With the nice ride quality, there is suspension clunk when braking and accelerating. Seems to have a perceived quality issue with suspension components.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG1EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	11/11/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6297311021
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K303361378
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	253080698	Report Version	8	Open Date	03/17/2014
Close Date	03/17/2014	Narrative Date	04/02/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Other.			

Other>							
How often does this trouble occur?				Trouble occurs regularly.			
Please describe the other trouble you experienced:				The gear shift needs a better design. It seems to want to stop on reverse as I am putting it into park.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			
Would you recommend this vehicle to family or friends?				Yes.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by e-mail only.			
Please explain further about your choice to recommend your vehicle:				The design of the car is beautiful and the quality is outstanding.			

Vehicle Satisfaction Ratings							
Overall audio, entertainment, and navigation system impression				5.			
Clarity of sound				5.			
Ease of using system displays while driving				5.			
Integration with phones				5.			
Integration with media players				5.			
Navigation system route accuracy				3.			
Support for popular music/video formats				5.			
Exterior design and appearance (overall impression)				5.			
Appearance of exterior paint				5.			
Front view styling (front fascia, hood, grille, headlight area)				5.			
Side/profile view styling (driver's side or passenger's side exterior area)				5.			
Rear view styling (rear fascia, bumper)				5.			
Wheels, rims, and tires appearance and styling				5.			
Headlight illumination/performance during night-time driving				5.			
Interior comfort, design and appearance of interior (overall impression)				5.			
Vehicle storage and space usage				5.			
Head/leg/foot room				5.			
Ease of getting into and out of vehicle				5.			
Interior noise level while driving				4.			
Seat adjustment and comfort				5.			
Steering wheel adjustment				5.			
Operating controls while driving (gear selector, turn signals, horn, etc.)				2.			
Location and usefulness of interior lighting				5.			
Safety and visibility while driving				5.			
Climate control operation (function and ease of use)				5.			

Vehicle Satisfaction Ratings	
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	The look of the interior as well as the exterior
Is there anything about your new vehicle you would like to see changed?	The gear shift

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

About You	
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Chevrolet. Malibu. 2012.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	■.
Please indicate your highest education level	High school degree / GED.
What is your current marital status?	■
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	■

Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I have received an overwhelming amount of compliments on this car. I have never had so many, on any other car I've owned...and I've had many in my lifetime!

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG1EH	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	11/16/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6304310669
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K312363455
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	253743535	Report Version	3	Open Date	03/11/2014
Close Date	03/11/2014	Narrative Date	04/02/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Continuous Quality Insight

Continuous Quality Insight	No Concerns.
----------------------------	--------------

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	2 (disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).

Welcome>

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
--	-----

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	3.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	3.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.

Vehicle Satisfaction Ratings	
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	I'm [REDACTED] - driver comfort and ride. Styling.
Is there anything about your new vehicle you would like to see changed?	Hood and front quarter panel alignment is worse than the rest of the bodywork fit.

About You	
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Honda. Accord Crosstour. 2011. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	Chevrolet. Impala. 2014. Primary Considered Vehicle: New.
Secondary vehicle you were considering:	Honda. Crosstour. 2014. Secondary Considered Vehicle: New.
Primary vehicle in your household:	Chevrolet. TrailBlazer. 2007. Primary Household Vehicle: Purchased New.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	Male.
Please indicate your highest education level	Graduate degree.
What is your current marital status?	[REDACTED]
How many children 17 or under live in your household?	[REDACTED]
Which, if any, influenced your purchase decision? (check all that apply):	Consumer Reports ratings. On-Line blogs or forums. Recommendations from friends or family. Vehicle test drive. Manufacturer's website. Automotive magazines. Previous experience with the vehicle/brand. Fit testing - went to the Indianapolis auto show and tried on all new car models to see what fit my very tall frame.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	1st year in production

What Can We Do Better?>	
What has Chrysler done right?	Product is much improved, and brand image is fantastic. Chrysler has brought back style and swagger. Love it. Updating styling and materials has helped, and matching the message to the brand is good.

Detail on High Rated Items	
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	I am [REDACTED] tall. Excellent fit for me and an average person behind me. This is an awesome feature.
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	The v6 sounds wonderful. good burble.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	At dawn and dusk, when the headlights turn on, it is hard to read the interior displays.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG8DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/12/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1155310735
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K163361066
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	255162948	Report Version	1	Open Date	04/07/2014
Close Date	04/11/2014	Narrative Date	04/14/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Continuous Quality Insight	
Continuous Quality Insight	Other.

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	0-999.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?>	
Feedback/Concerns:	DONT LIKE THE STICK SHIFT,HARD 2 GET IT N GEAR. NEEDS A ASHTRAY, VERY DANGEROUS WITHOUT ONE. MAKEUP MIRROR IS MINATURE SIZE, ONLY A QUARTER OF YOUR FACE FITS.
What has Chrysler done right?	I HAVE HAD CADILAC'S FOR THE LAST 20 YEARS, NOW THEY MADE IT TO HARD TO SEE OUT THE BACK WINDOW. EVEN WITH THE CAMERA I DID NOT FEEL SAFE. THIS CHRYSLER 300 WAS THE BEST OVERALL CAR WE COULD FIND, WE TEST DROVE 19 DIFFERNT BRANDS BECAUSE WE DID NOT KNOW WHAT 2 CHANGE TO. THIS CAR HAD THE MOST SPACE INSIDE, BY FAR IT IS THE ABSOLUTE SMOOTHEST RIDING CAR ON THE MARKET. YES WE DROVE JAGWIRES,MERCEDES & EVERYTHING ELSE. LOOKED AT ALL MODELS. TOOK US 6 MONTHS TO FIND THE SMOTHEST DRIVE WITH GOOD LOOKS. IT IS SPACIOUS, STRONG,SAFE.SMART,BEAUTIFULL & THE METALIC RED ,BLUE & BLACK R VERY ATRACTIVE COLORS. I LOVE MY CHERRY METALIC RED, BUT ALSO LIKED THE DARKEST METALIC BLUE, BUT IT COULD B JUST A LITTLE LIGHTER. WHEN THEY WASHED THE DARK BLUE AT THE CAR LOT IT WAS DUST N ONE HOUR, SHOWS DUST REAL BAD. BEAUTIFULL BUT JUST A LITTLE TO DARK NOT TO SHOW SO MUCH DUST FAST. THE DESIGNERS DID A GREAT JOB ON THIS CAR OVERALL. I LEASED MINE & WILL LEASE ANOTHER NEXT TIME. BUT PLEASE PUT A ASHTRAY, THE ADD ON ASHTRAYS DONT WORK GOOD, NOT SAFE. I HAVE 2 USE A WATER BOTTLE. GOOD JOB ON THE REST. BEAUTIFULL CAR METALIC COLORS REALLY MAKE IT LOOK LIKE A MILLION BUCKS

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	4.
Integration with phones	4.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.

Vehicle Satisfaction Ratings	
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	1.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	RIDES SMOTH,SAFE,PRETTY,SEE GOOD OUT BACK WINDOW
Is there anything about your new vehicle you would like to see changed?	NEEDS ASHTRAY/LARGER MAKEUP MIRROR

Other>	
Please describe the other trouble you experienced:	NEED LARGER MAKEUP MIRROR. SMALEST I HAVE EVER OWNED

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	NEEDS A ASHTRAY. VERY STUPID FOR SMOKERS TO TOSS CIG BUTTS OUT THE WINDOW & CAUSE A FIRE. IM SURE THIS WOULD ALSO APPY TO ROLLED POT CIGS
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Detail on Low Rated Items	
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	THE CLOSEST DEALER IS ONE HOUR AWAY ANOTHER IS 45 MINUTES. I WENT 2 THE MERCED,CA RAZARRI BECAUSE THE THE SALES MANAGER GORDON WAS REAL NICE, BY THE TIME MY NEW CAR ARIVED HE NO LONGER WORKED THERE,THE OTHER SALES MANAGER WAS GONE & SO WAS THE SALESMAN. SO AFTER THE PURCHASE, I WAS NO LONGER TREATED SPECIAL. I WAS TREATED LIKE I WAS NOT EVEN THERE. I KNOW THEY WERE GOING THROUGH CHANGES BUT I REFERED A FRIEND WHO BOUGHT A NEW JEEP & SHE WAS NOT TREATED MUCH BETTER. MY HUSBAND & I OWN SEVERAL BUSSINESS INCLUDING A DAIRY QUEEN FOR 26 YEARS & I CAN ASSURE U MY CUSTOMERS PAYING FOR A \$ 3.00 ICE CREAM CONE R TREATED LIKE ROYALY EVERYTIME. MY PURCHASE WAS A \$40,000 CAR THAT IS NOT HOW U TREAT CUSTOMERS . OVER A 4 MONTH PERIOD I LEFT MORE THAN A DOZEN MESSAGES 2 CALL ME BACK. I GAVE UP, THEN I GOT MAD & CALLED THE MAIN MANAGER WHO HAD THE SALES MANAGER CALL ME BACK. BUT THEY DID NOT DELIVER WHAT THEY PROMISED. I WELCOME U 2 CALL ME. I WILL NOT BUY FROM THEM N 3 YEARS, I WILL LEASE ANOTHER CHRYSLER 300 BUT I WILL GO 2 THE TURLOCK DEALERSHIP.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	HAS NO ASHTRY. IT'S UP 2 THE CUSTOMER IF THEY SMOKE & THIS IS A PAIN N THE BUTT. ADDING ALL THESE NICE NEW FEATURES IS WONDERFULL BUT DONT TAKE THE EXPECTED ONES AWAY. NEEDS LARGER MAKEUP MIRROR. IT IS NOW ABOUT HALF THE SIZE OF THE OLD ONES. ALSO IT IS VERY SMART MAKING THE VISOR EXTEND WHEN U PUT IT ON THE SIDE WINDOW. IMPROVEMENT WOULD ALSO B NOW 2 MAKE IT HAVE A BUILT IN SHAD THAT COMES DOWN 2 BLOCK OUT THE SUN ON THE SIDE WINDOWS. HAVE A GOOD DAY & THANKS

Detail on High Rated Items	
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	DARK BLUE METALIC NEEDS 2 B JUST A LITTLE LIGHTER, SHOWS DUST IMIDETELY. CHERRY, DARK BLUE & BLACK METALIC R BEAUTIFULL.

Detail on High Rated Items

You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.

You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.

You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.

LOVE THE BACK SEAT OPENS. FINALLY ABLE 2 FIT MY DADS WHEEL CHAIR N THE TRUNK WITH THE SEAT LOWERED.THANKS

FINALLY. SOMEONE MADE PEDALS COME UP 2 MY FEET, SO IM NOT KISSING THE STERING WHEEL, IM ONLY [REDACTED] FEET TALL

I DONT LIKE HOW THE STICK SHIFT CHANGES. 8 SPEED TRANSMISSION. DOESNT GO STRAIGHT INTO DRIVE, POPS BACK 2 L

About You

Did you purchase or lease your vehicle?

What price did you pay for your vehicle?

Is this your first new vehicle ever purchased / leased?

Please tell us about the vehicle you replaced (if applicable)

Primary vehicle you were considering:

Which, if any, influenced your purchase decision? (check all that apply):

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Which of the following best describes the area you live in?

What is your primary language?

Please indicate your gender

What year were you born?

Please indicate your highest education level

What is your current marital status?

How may children 17 or under live in your household?

Please indicate your ethnicity

Lease.

\$ 40,000 PLUS

No.

Cadillac.

STS.

2005.

Replaced Vehicle: Purchased New.

Cadillac.

XTS.

2014.

Primary Considered Vehicle: New.

Vehicle test drive.

CANT SEE OUT THE BACK WINDOW

Rural.

English.

[REDACTED]

[REDACTED]

Some high school.

[REDACTED].

0.

[REDACTED]n.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG4DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	05/01/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6106321848
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K120363416
Color	PBG	GLACIER BLUE PEARL COAT					

Report Number		System Key	255162981	Report Version	3	Open Date	04/13/2014
Close Date	04/13/2014	Narrative Date	04/16/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 5,000-6,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight

Interior Trim/Storage/Windows.
Features/Controls/Displays.
Other.
Steering, Handling, and Ride.
Transmission and Drivetrain.

Other>

How often does this trouble occur? Trouble occurs regularly.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Please describe the other trouble you experienced: The gear shifter is difficult and could be hazardous in the event of an emergency need to shift gears.
Please describe conditions when this trouble occurs: When needing to reverse quickly and when changing gears in most cases.
To the best of your recollection, the trouble was first noticed: At delivery.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.
Have you taken the vehicle to a dealer to have your trouble corrected? Yes.

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>

Going into which gear/gears does the trouble occur? (check all that apply) 3rd Gear.
Reverse.
How often does this trouble occur? Trouble occurs regularly.
Please describe conditions when this trouble occurs: The shifting is difficult in all circumstances and could be hazardous when needing to reverse or change gears quickly, since you must brake/stop the car to shift.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply): Reverse (R).
Drive (D).
Why is the gear selector difficult to operate? Gear selector requires too much effort/force to operate.
How often does this trouble occur? Trouble occurs regularly.
Please describe conditions when this trouble occurs: when shifting
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Ride

Ride Strut problem/shock absorber problem.

Strut problem/shock absorber problem

Please indicate where the strut/shock problem occurs: Front.
Rear.
Please describe conditions when this trouble occurs: The car rides so close to the ground that I have hit standard parking blocks/bumpers with the wind dam and damaged it. The car also bottoms out on even the smallest of speed bumps, even at very low speed.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.

Strut problem/shock absorber problem**Approximate mileage when trouble was first noticed was:**

0 - 1499 miles.

Additional Comments:

This is a major problem, since it has caused damage to the car already. I am extremely unhappy that my brand new car's front wind dam was damaged by a standard parking block. The dealer's repair shop basically told me there could be nothing done and that 'other models are even lower to the ground.' TOTALLY UNSATISFACTORY RESPONSE. I THINK THE DAMAGE SHOULD BE REPAIRED BY CHRYSLER!!!!!!

Transmission and Drivetrain>Automatic Transmission>**Automatic Transmission**

Shift between gears is rough/harsh under normal driving conditions.

Gear selector is difficult to operate (auto. trans.).

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CCAGG1EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	02/22/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6032410654
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K011461338
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	256916894	Report Version	3	Open Date	05/05/2014
Close Date	05/05/2014	Narrative Date	05/08/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	Yes.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Satisfaction Ratings

Wheels, rims, and tires appearance and styling	4.
Steering wheel adjustment	4.
Transmission gear change performance (smoothness)	4.
Engine sound	4.
Interior noise level while driving	4.
Engine performance during acceleration	4.
Is there anything about your new vehicle you would like to see changed?	gear shifter. too hard to get proper gear all the time
Integration with media players	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Ease of getting into and out of vehicle	5.
Seat adjustment and comfort	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Head/leg/foot room	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Fuel economy and driving range	5.
Ride quality	5.
How was your purchasing experience (the dealer/dealership)?	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Rear view styling (rear fascia, bumper)	5.
Headlight illumination/performance during night-time driving	5.
What is your attitude overall towards your new car?	5.

Vehicle Satisfaction Ratings

How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.
Brake responsiveness/effort	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine exhaust sound	3.

About You

What is your current marital status?	[REDACTED]
Please indicate your ethnicity	[REDACTED]
Please tell us about the vehicle you replaced (if applicable)	2011. Grand Cherokee. Jeep. Replaced Vehicle: Purchased New.
Is this your first new vehicle ever purchased / leased?	No.
What year were you born?	[REDACTED]
Primary vehicle you were considering:	200. Primary Considered Vehicle: New. Chrysler. Suburban. Jeep.
Which of the following best describes the area you live in?	High school degree / GED.
Secondary vehicle in your household:	0.
Please indicate your highest education level	[REDACTED]
How many children 17 or under live in your household?	English.
Please indicate your gender	\$80,000 - \$99,999.
What is your primary language?	Lease.
What is your total household income (before taxes)?	
Did you purchase or lease your vehicle?	

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):	Going from drive to park the other day . Car started rolling backwards and was shocked to find out it was in reverse instead. Difficult to get reverse from drive most if the time. While I like the appearance of the shifter, I would prefer get ing the gear I want all the time without having to think about it. I could see this new shifter being difficult for most drivers to get used to. Especially older people.
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Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
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Welcome>

Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight

Continuous Quality Insight	Transmission and Drivetrain.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG7EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	03/28/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6064410938
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K074463341
Color	PX8	GLOSS BLACK					

Report Number		System Key	258484163	Report Version	2	Open Date	05/14/2014
Close Date	05/24/2014	Narrative Date	05/27/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	I usually have to push the e shifter two or three times to get it into park
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Continuous Quality Insight	
Continuous Quality Insight	Seats. Transmission and Drivetrain. Features/Controls/Displays. Entertainment/Navigation System/Connectivity.

Text Messaging	
Text Messaging	Text messaging broken/not working.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Voice Activation / Recognition doesnt recognize command	
Please describe when this trouble occurs:	When stating a name. When there is outside noise or the blower is on.
What button did you use?	on steering wheel
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs intermittently.

Text messaging broken/not working	
Did this trouble occur after starting the vehicle?	Yes.
How often does this trouble occur?	Trouble occurs regularly.
Please describe the trouble you experienced (check all that apply):	States that my phone isn't compa ible for texting
Do you have the Uconnect Access free form speech option?	No.

Entertainment/Navigation System/Connectivity>	
Please choose your cell phone carrier	T-Mobile USA.
Please tell us your cell phone model	galaxy s3

Entertainment/Navigation System/Connectivity>

Please choose your cell phone brand

Samsung.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission

Gear selector is difficult to operate (auto. trans.).

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CCARG9DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	06/27/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6164311081
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K171361289
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	258969802	Report Version	3	Open Date	05/22/2014
Close Date	06/01/2014	Narrative Date	06/04/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	<p>Gear selector is difficult to operate (auto. trans.).</p> <p>Hesitation or delay when shifting between gears.</p> <p>Slips/will not engage gear properly/shifts erratically.</p> <p>Shift between gears is rough/harsh under normal driving conditions.</p>
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Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>

To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	See above reference
Additional Comments:	In a parking lot. It sometimes does not want to move at the same pace as anticipated.
Going into which gear/gears does the trouble occur? (check all that apply)	I Love the car and I Love Brunswick Auto Mart. They are fantastic in sales and service. I will purchase another 300 from them. Keep Michelin tires on the car. They are the best tire on this car.
	Can't make up its mind of what gear to go into during acceleration.
	2nd Gear.
	Feels like someone is hitting the back of the car from behind when coming to a stop.

Continuous Quality Insight

Continuous Quality Insight	Other.
	Transmission and Drivetrain.

Welcome>

Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG7EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	09/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6211321646
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K234363071
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	265566176	Report Version	2	Open Date	07/20/2014
Close Date	07/20/2014	Narrative Date	07/23/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born?	
What price did you pay for your vehicle?	We usually lease than buy \$40k
Secondary vehicle in your household:	2009. Chevrolet. Secondary Household Vehicle: Purchased New. Corvette.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2008. Chrysler. 300. Suburban.
Which of the following best describes the area you live in?	
Please indicate your ethnicity	.
What is your current marital status?	
How many children 17 or under live in your household?	0.
Primary vehicle in your household:	2011. Primary Household Vehicle: Purchased New. Ram. 2500.
Please indicate your gender	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	We did not consider another vehicle
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Please indicate your highest education level	2 year college degree.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	The shifter
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Safety and visibility while driving	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.

Vehicle Satisfaction Ratings	
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Fuel economy and driving range	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
What is your attitude overall towards the BRAND of your new car?	3.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.

Overview	
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Smartphone Application covers the necessary features	4 (agree).

Welcome>	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	Same difficulty coming from R into D Hard to come out of park into R, usually have to go to N, first
Additional Comments:	Not trouble, but design flaw
Why is the gear selector difficult to operate?	Other (please describe).
To the best of your recollection, the trouble was first noticed:	At delivery.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	About our (\$60k) truck, not the 300.....

What Can We Do Better?>	
Feedback/Concerns:	Stand behind your products, I also have a 2011 RAM 2500 desiel with only 20k that I bought brand new that just went out of warranty in Mar 3 of the brake assemblies have overheated, for no apparent reason and the dealer will not stand up and pay for the expense, I brought up he problem back in Oct and they did nothing, very angry at Chrysler for lack of response to such loyal customers as my wife and I.

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH66E	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	03/08/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6050410829
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K064461388
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	265642478	Report Version	3	Open Date	07/22/2014
Close Date	07/22/2014	Narrative Date	07/25/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born?

How many children 17 or under live in your household?

Please indicate your ethnicity

Please indicate your highest education level High school degree / GED.

Did you purchase or lease your vehicle? Purchase.

Please tell us about the vehicle you replaced (if applicable) Replaced Vehicle: Purchased New.

2006.

Kia.

Optima.

Urban.

Which of the following best describes the area you live in? size

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Primary vehicle you were considering: Kia.

Primary Considered Vehicle: New.

2014.

Optima.

Is this your first new vehicle ever purchased / leased? Yes.

Please indicate your gender

What is your current marital status?

Which, if any, influenced your purchase decision? (check all that apply): Vehicle test drive.

What price did you pay for your vehicle? 30000

What is your total household income (before taxes)? \$40,000 - \$59,999.

What is your primary language? English.

Vehicle Satisfaction Ratings

Integration with phones 5.

Support for popular music/video formats 5.

Appearance of exterior paint 5.

Side/profile view styling (driver's side or passenger's side exterior area) 5.

Ease of getting into and out of vehicle 5.

Interior noise level while driving 5.

Engine sound 5.

Fuel economy and driving range 5.

Steering and handling (responsiveness, stability) 5.

How do you feel about the durability of your new vehicle? 5.

How do you feel about the VALUE of your new car? (i.e. 5.

What are your favorite parts of your new vehicle? smooth ride

Overall audio, entertainment, and navigation system impression 5.

Rear view styling (rear fascia, bumper) 5.

Location and usefulness of interior lighting 5.

Climate control operation (function and ease of use) 5.

Brake responsiveness/effort 5.

How was your purchasing experience (the dealer/dealership)? 5.

What is your attitude overall towards your new car? 5.

Is there anything about your new vehicle you would like to see changed? transmission

Clarity of sound 5.

Integration with media players 5.

Front view styling (front fascia, hood, grille, headlight area) 5.

Wheels, rims, and tires appearance and styling 5.

Vehicle storage and space usage 5.

Vehicle Satisfaction Ratings	
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Ride quality	5.

Overview	
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please explain further about your choice to recommend your vehicle:	seems like i will need a new car in the next two years. doesnt seem sturdy enough.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.

Interior Climate Control>Operation and Performance>Air conditioner never gets cold enough>	
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):	Outside temperature over 100? F. Outside temperature over 90? F. Bright sun.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	same
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>	
How often does this trouble occur?	Trouble occurs regularly.
Going into which gear/gears does the trouble occur? (check all that apply)	sometimes shifting to park or to reverse you hear noises or on an incline hard to get out of park differs but transmission does not sounds reliable
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. when you start ands when you stop

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	not normal is cool but extra work you have to double do it.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.

Interior Climate Control>Operation and Performance>Air conditioner takes too long to get cold>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):	anytime its hot outside air takes a long time before it gets cool over 100 degrees self explanatory
Additional Comments:	neds a better air system, no matter how hot it is outside if you pay 30,000\$ for a car it should instantly cool you off.
How often does this trouble occur?	Trouble occurs regularly.

Interior Climate Control>Operation and Performance>	
Operation and Performance	Air conditioner never gets cold enough. Air conditioner takes too long to get cold.
Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions.
Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain. Interior Climate Control.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG6DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	06/03/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6144320232
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K150361293
Color	PBG	GLACIER BLUE PEARL COAT					

Report Number		System Key	266191719	Report Version	1	Open Date	07/25/2014
Close Date	07/25/2014	Narrative Date	07/28/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>	
Going into which gear/gears does the trouble occur? (check all that apply)	<input type="checkbox"/> jerky <input type="checkbox"/> jerky poorly planned design <input type="checkbox"/> jerky <input type="checkbox"/> jerky <input type="checkbox"/> jerky poorly planned design <input type="checkbox"/> jerky poorly planned design <input type="checkbox"/> jerky poorly planned design <input type="checkbox"/> jerky
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	<input type="checkbox"/> Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. <input type="checkbox"/> Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. <input type="checkbox"/> Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. <input type="checkbox"/> Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	<input type="checkbox"/> Maintaining a fairly constant speed on level roads. <input type="checkbox"/> Normal acceleration. <input type="checkbox"/> City driving/stop-and-go traffic. <input type="checkbox"/> Hard acceleration.
How often does this trouble occur?	<input type="checkbox"/> Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	<input type="checkbox"/> 0 - 1499 miles.
Additional Comments:	<input type="checkbox"/> Service advisor said this is normal with 8 speed transmission. Never happened with my Cadillacs.
Please describe conditions when this trouble occurs:	<input type="checkbox"/> At any fucking minute.
To the best of your recollection, the trouble was first noticed:	<input type="checkbox"/> Within the 1st month after delivery.

Vehicle Satisfaction Ratings	
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	looks and comfort
Transmission gear change performance (smoothness)	1.
Fuel economy and driving range	3.
Engine exhaust sound	4.
Clarity of sound	4.
Brake responsiveness/effort	4.
How was your purchasing experience (the dealer/dealership)?	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
Ease of using system displays while driving	3.
Wheels, rims, and tires appearance and styling	3.
Overall audio, entertainment, and navigation system impression	4.
Engine sound	4.
How do you feel about the durability of your new vehicle?	4.

Vehicle Satisfaction Ratings	
How do you feel about the VALUE of your new car? (i.e.	4.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
Is there anything about your new vehicle you would like to see changed?	8 speed transmission
Engine performance during acceleration	4.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Ride quality	5.

About You	
Is this your first new vehicle ever purchased / leased?	No.
What price did you pay for your vehicle?	\$24,000 new
Please tell us about the vehicle you replaced (if applicable)	Chrysler.
	Replaced Vehicle: Purchased Used.
Did you purchase or lease your vehicle?	Purchase.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions.
	Hesitation or delay when shifting between gears.
	Shifts at wrong times.
	Gear selector is difficult to operate (auto. trans.).

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	Nice riding and fast when transmission does what it is supposed to do.
Was the trouble resolved to your satisfaction?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	told service advi. He said it is normal for 8 speed.ser

Detail on High Rated Items	
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	see above
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	see above
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	see above
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	see above
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	see above
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	this is taking to long
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	ditto
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	see above
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	see above

Detail on High Rated Items

You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	see above
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	see above
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	see above
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	see above
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	see above
You rated ride quality High. Use this space to provide any specific comments you would like to share.	ditto
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	ditto
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	see above
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	ditto
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	ditto
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	see above
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	see above
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	see above

What Can We Do Better?>

Feedback/Concerns:	This was a useless questionnaire. The 8 speed is not smooth. Have extended warranty for when it goes kapoot.
What has Chrysler done right?	Great looks. Comfortable ride.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Please describe conditions when this trouble occurs:	All the fucking time, you morons
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	see answer above. gear lever doesn't shift easy. Sometimes I have to try several times to get it in gear.
How often does this trouble occur?	Trouble occurs regularly.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Additional Comments:	I'm done with his useless inquiry.
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Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	If you read my comments on this questionnaire you would know it's about the [REDACTED] 8 speed transmission and how rough it shifts and how it doesn't want to go into reverse easily. [REDACTED] This is Chrysler number 7 for me plus I had two Plymouths before that.

Detail on Low Rated Items

You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	it shifts for crap.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	What a ridiculous inquiry and it is to long. Must be justifying some ones job

Continuous Quality Insight

Continuous Quality Insight	Transmission and Drivetrain.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG7DH [REDACTED]	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	02/02/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1016311076
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K349256996
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number	[REDACTED]	System Key	267695192	Report Version	1	Open Date	08/08/2014
Close Date	08/08/2014	Narrative Date	08/11/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What price did you pay for your vehicle?	36000.
Please tell us about the vehicle you replaced (if applicable)	2008. Replaced Vehicle: Purchased New. PT Cruiser. Chrysler.
Primary vehicle in your household:	2013. 300. Chrysler. Primary Household Vehicle: Purchased New.
Please indicate your ethnicity	[REDACTED]
Which, if any, influenced your purchase decision? (check all that apply):	Consumer Reports ratings. Kelley Blue Book. Vehicle test drive.
What is your current marital status?	[REDACTED]
Primary vehicle you were considering:	Primary Considered Vehicle: Used. Camry. 2012. Toyota.
Did you purchase or lease your vehicle?	Purchase.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased New. Dodge. Caravan C/V. Suburban. Trade / technical school.
Which of the following best describes the area you live in?	
Please indicate your highest education level	
Please indicate your gender	[REDACTED]
What is your total household income (before taxes)?	\$60,000 - \$79,999.
How many children 17 or under live in your household?	0.
What year were you born?	[REDACTED]
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Additional Comments:	Needs to be a "positive" type shifter
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). Reverse (R).
Why is the gear selector difficult to operate?	Other (please describe).
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Other>

Please describe conditions when this trouble occurs:	parked, reverse, drive to reverse
Please describe the other trouble you experienced:	Transmission lever control is hard to shift to correct gear
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.

What Can We Do Better?>

What has Chrysler done right?	pretty much everything in this vehicle
Feedback/Concerns:	Got to a positive type shifter. Develop an aftermarket fix for the shifter

Vehicle Satisfaction Ratings	
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ride quality	5.
Integration with phones	4.
Navigation system route accuracy	4.
Overall audio, entertainment, and navigation system impression	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	go to a positive type shifter
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Support for popular music/video formats	4.
Clarity of sound	5.
Integration with media players	5.
Appearance of exterior paint	5.
What are your favorite parts of your new vehicle?	entertainment center
Vehicle storage and space usage	4.
How was your purchasing experience (the dealer/dealership)?	4.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please explain further about your choice to recommend your vehicle:	Ride and comfort for a large sedan
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	5,000-6,999.

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain.
	Other.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG0EH1	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	11/08/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6295321692
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K302361379
Color	PX8	GLOSS BLACK					

Report Number		System Key	267898960	Report Version	3	Open Date	08/11/2014
Close Date	08/11/2014	Narrative Date	08/14/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available>

Please describe additional functions you would like to have: The ability to command the specific cabin temperatures and fan speeds

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Additional Comments:	These issues are design issues and not a result of something working incorrectly.
Going into which position is the gear selector difficult to operate? (check all that apply):	When going from drive to park, it is too easy to mistake the car being in park when in fact it has gone from drive to reverse. The problem lies with the feel of it and I often need to check the dash to make sure it is in park and not reverse when moving it from drive. I HATE the paddles. they are far to easy to hit by accident and have done so on many occasions.

Vehicle Exterior>Lights>

Lights Headlights not bright enough.

Entertainment/Navigation System/Connectivity>

Please choose your cell phone brand	Samsung.
Entertainment/Navigation System/Connectivity	None
Please choose your cell phone carrier	Verizon Wireless.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Shifting paddles/buttons difficult to operate. Gear selector is difficult to operate (auto. trans.).
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Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	3,000-4,999.

Headlights not bright enough

Additional Comments:	the high beams are simply weak compared to my last 2 cars (Volvo S80, Mercedes). I also prefer the "white" light verses the older style yellowish light (can't quite find the right adjective to describe the color)
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Continuous Quality Insight

Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain. Vehicle Exterior.
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Overview

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Voice Activation / Recognition doesnt recognize command

Additional Comments:	There is no trouble, the voice command system just seems dated compared to the other car I was considering.
Please describe when this trouble occurs:	There are 2 issues I have with the voice recognition program. When I purchased this car I was comparing to the Ford Taurus. The 300 voice command system is much slower and clunky than the Ford and has less command options.

Vehicle Exterior>Front Doors>

Front Doors Front doors are difficult to open/close.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	<div>Voice Activation / Recognition doesn't recognize command.</div> <div>Voice Recognition feature does not have enough functions available.</div>

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG6EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	04/26/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6105420285
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K108463106
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	268027163	Report Version	3	Open Date	08/12/2014
Close Date	08/12/2014	Narrative Date	08/15/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

How do you feel about the VALUE of your new car? (i.e.	5.
Headlight illumination/performance during night-time driving	3.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Brake responsiveness/effort	4.
Head/leg/foot room	5.
Engine sound	5.
How do you feel about the durability of your new vehicle?	5.
Is there anything about your new vehicle you would like to see changed?	Please see previous answers. I have noted all recommended improvements.
What are your favorite parts of your new vehicle?	You must know by now!!!
Integration with phones	4.
Ride quality	4.
Overall audio, entertainment, and navigation system impression	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
Steering wheel adjustment	4.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Integration with media players	4.
Support for popular music/video formats	4.
Fuel economy and driving range	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Transmission gear change performance (smoothness)	5.
Steering and handling (responsiveness, stability)	5.

Unpleasant interior smell/odor

Please indicate the unpleasant interior smell/odor (check all that apply):	Please see previously noted Recirculation problem in 2013 Chrysler 300. I had my 2013 Chrysler 300 for 16 months before it was replaced by Chrysler due to the previously noted Recirculation problem which could not be fixed. It did develop an unrelated, rather offensive stale interior smell. I don't know whether this may have been mold related or not. If the smell of these vehicles could be improved as they age by anti-mold agents, or otherwise, from use of different materials or de-odorizing agents, it would be great.
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Front heating, ventilation and air conditioning controls are broken/not working

Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
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Front heating, ventilation and air conditioning controls are broken/not working

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Please indicate which control is broken/not working properly (check all that apply):

From the beginning, Recirculation on my 2013 Chrysler 300 would randomly and frequently shut off and not come back on, even after parking the car for extended periods of time. The problem could not be corrected by my Dealer. After reporting this problem and documenting it by video to the Chrysler Office for Quality Control, I worked with Chrysler to seek a correction of this problem for approximately 6 months. Chrysler chose to replace the car at a nominal charge which I applaud and praise!! I have approximately 2,500 miles on my new 2014 Chrysler 300 and Recirculation operates properly in the new car. I am a big fan of the Chrysler 300 and of Chrysler Corporation in dealing with me regarding this problem.

Please describe conditions when this trouble occurs:

Please see my prior statement.

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Overview

Was the trouble resolved to your satisfaction?

No.

Would you recommend this vehicle to family or friends?

Yes.

Please explain further about your choice to recommend your vehicle:

I love my new 2014 Chrysler 300 due to the comfort of the seats and suspension ride; the great 6 cyl. engine; the great transmission; the great on-screen graphic user interface (GUI); the great Dr. Dre sound system; the great styling of the body, interior and wheels. I would prefer that the transmission shifter in the 6 cyl. Chrysler 300s had the manual feel of the 8 cyl. cars.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

Where did you take your vehicle to have your trouble checked out? (check all that apply)

Monroeville Chrysler, Monroeville, PA.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

About You

Which, if any, influenced your purchase decision? (check all that apply):

Price was higher than Chrysler 300 with similar options, as is the Nissan Maxima.

Primary vehicle you were considering:

2013.

LaCrosse.

Primary Considered Vehicle: New.

Buick.

What price did you pay for your vehicle?

\$33,600.00

Please indicate your gender

■

Secondary vehicle you were considering:

Secondary Considered Vehicle: New.

Nissan.

Maxima.

What is your primary language?

English.

Is this your first new vehicle ever purchased / leased?

No.

Did you purchase or lease your vehicle?

Purchase.

Please tell us about the vehicle you replaced (if applicable)

Replaced Vehicle: Purchased New.

300.

Chrysler.

What year were you born?

■

Please indicate your highest education level

J.D.

Interior Climate Control>Operation and Performance>Heater never gets hot enough>

Please indicate typical weather conditions when heater trouble occurs (check all that apply):

The heater is somewhat improved from the 2010 model I owned, but should be improved if possible, as it still is not adequate on the driver's side in cold weather after the engine has warmed.

All weather conditions.

Please describe conditions when this trouble occurs:

Cold weather - See above.

Additional Comments:

It is not the case that the heater does not work. The heater ventilation is inadequate in very cold weather.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Interior Climate Control>Operation and Performance>Heater never gets hot enough>	
How often does this trouble occur?	Trouble occurs regularly.
Detail on High Rated Items	
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Changes in suspension are always a trade off. If possible a light increase in front sway-bar torque would be desired. However, the current model Chrysler 300 is a vast improvement from my prior 2010 model.
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	I value the car every day!!
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Great GUI !!!
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	See previous comments.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	See previous comments.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	I drove my 2013 Chrysler 300 for 31,600 miles, and other than the defective Recirculation problem, the car was problem free.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	In the old days, I was a GM guy. Since 1996, I have been a fan of Chrysler, styling which has constantly improved (except for the 2014 Chrysler 200). Other than having a 2006 Infinity G-35 Sedan, I have had all Chryslers since 1996, and I consider myself to be automotively knowledgeable.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	More watts would be cool!! But the Dr. Dre system is a relatively nice and clear system, as compared to the standard sound system.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	The Black Pearl paint that I presently have is really a Black Metallic, and is fantastic. I would love to know if a Black Pearl is actually possible....
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Monroeville Chrysler has been very helpful and friendly.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	My new 2014 Chrysler 300 has an E-85 6 cyl. engine, which seems more powerful in acceleration than my previous 2013 Chrysler 300 non-E-85 6 cyl. engine, however, gas mileage seems to be reduced by 2-3 miles per gallon. There also seems to be a bit of hesitation or non responsiveness to moderate gas pedal depression at times.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	See previous comments regarding the redesigned Chrysler 200.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	See previous comments.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	See previous comments. The 2014 Chrysler 300 works perfectly.
Welcome>	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Detail on Low Rated Items	

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

See previous comments.

Interior Climate Control>Controls and Switches>

Controls and Switches

Front heating, ventilation and air conditioning controls are broken/not working.

Interior Climate Control>Operation and Performance>

Operation and Performance

Heater never gets hot enough.

Front heating, ventilation and air conditioning vents are broken/not working.

Interior Climate Control>Odor/smell>

Odor/smell

Unpleasant interior smell/odor.

What Can We Do Better?>

What has Chrysler done right?

Chrysler stood behind it's product and when a timely solution to a defective Recirculation system could not be found or rectified; instead of making me smell external diesel and automotive fumes, skunks, burning wood and trash, due to the defective Recirculation system in my 2013 Chrysler 300; Chrysler offered to repurchase the vehicle. I have had five (5) Chryslers since 1996 and hope to continue to buy more. Thank you for standing behind your product. The Chrysler 300 has a great design. On redesign, make it sleeker, not smaller. The size of the car is correct and the side window to doors size ratio is nearly perfect.

Feedback/Concerns:

Please don't make the redesigned Chrysler 300, look like the new 2014 Chrysler 200, when it is redesigned. The exterior of the 2014 Chrysler 200 looks like a 2000 Ford probe and is unattractive in my opinion. On redesign of the Chrysler 300, a little more curve to the roof line would be cool. You could even look at the rear window and rear roof design of the 1996 LHS for inspiration, absent the huge, unattractive side windows that were on that car. I also recommend making the headlights light beams closer to 5000 K white light color temperature, similar to the color temperature of the white LED lights, to the extent possible, as this would improve the appearance of the car with the headlights on. As noted previously, I would make the 6 cyl. transmission shifter feel like the solid mechanical feel of the 8 cyl shifter. Please do NOT design a round shifter knob (ala 2014 Chrysler 200), or push buttons, or paddles, for the transmission. I like a solid feeling shifter; one where I can find the gear positions without concentrating on the shifter; as is presently the case with the Chrysler 300, 6 cyl. shifter. The shifter should be ergonomically positioned where the drivers arm comfortably reaches the shifter with the elbow bent at a 90 degree angle, with the elbow resting on the armrest of the console. I would recommend making the headrests in the Chrysler 300 either forward adjustable, or two (2) inches forward, closer to the head with the seat a comfortable, slightly tilted or reclined position. The headrests of the current Chrysler 300 are about 2 inches too far back. The seat design however, is perfect.

Continuous Quality Insight

Continuous Quality Insight

Interior Climate Control.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG7EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	05/06/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6111410568
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K190361167
Color	PDC	PEWTER GREY PEARL COAT					

Report Number		System Key	268239481	Report Version	2	Open Date	08/14/2014
Close Date	08/14/2014	Narrative Date	08/18/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Ease of using system displays while driving	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Appearance of exterior paint	5.
Is there anything about your new vehicle you would like to see changed?	gear selector seats for comfort the ECO system to able to turn off or on. very hard in town driving.
How do you feel about the VALUE of your new car? (i.e.	1.
Support for popular music/video formats	2.
Transmission gear change performance (smoothness)	2.
Clarity of sound	3.
Interior comfort, design and appearance of interior (overall impression)	1.
Seat adjustment and comfort	1.
Ride quality	3.
Integration with media players	4.
Steering wheel adjustment	4.
Climate control operation (function and ease of use)	4.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Overall audio, entertainment, and navigation system impression	3.
Fuel economy and driving range	3.
Steering and handling (responsiveness, stability)	3.
Navigation system route accuracy	4.
Engine performance during acceleration	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
What are your favorite parts of your new vehicle?	the look
What is your attitude overall towards your new car?	1.
Head/leg/foot room	2.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
What is your attitude overall towards the BRAND of your new car?	3.
Integration with phones	4.
Vehicle storage and space usage	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
Rear view styling (rear fascia, bumper)	5.

About You

Please indicate your ethnicity	
Primary vehicle you were considering:	CTS Sedan. Cadillac. 2012. Primary Considered Vehicle: Used.
Please tell us about the vehicle you replaced (if applicable)	DTS. 2006.

About You	
	Cadillac.
	Replaced Vehicle: Purchased New.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	46, 000.00
What year were you born?	1960
How may children 17 or under live in your household?	0.
Which, if any, influenced your purchase decision? (check all that apply):	TV commercial
What is your total household income (before taxes)?	\$60,000 - \$79,999.
Please indicate your highest education level	2 year college degree.
Please indicate your gender	████
What is your current marital status?	██████
Is this your first new vehicle ever purchased / leased?	No.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Overview	
Would you recommend this vehicle to family or friends?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	The car is not comfortable ride. It doesn't handle very good on a highway and it's rough ride. Being the luxury car advertised on commercials, not living up to
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Doesn't always come out of reverse drive to park. Thought it was in park but it was reverse. Car started rolling backwards. Very dangerous you always have to check to make sure it's in the right gear. Not easy to operate.
Please describe conditions when this trouble occurs:	normal conditions

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	████████████████████

What Can We Do Better?>	
Feedback/Concerns:	Just don't feel like a high end car and what I expected. Looks, very sharp and very fast. Don't like the ECO system either. It doesn't help save any gas and doesn't make engine run smoothly.

Continuous Quality Insight	
Continuous Quality Insight	Seats. Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	12/02/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6319320480
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K331361085
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	268344583	Report Version	2	Open Date	08/15/2014
Close Date	08/15/2014	Narrative Date	08/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Chrysler. 2012. 300. Urban.
Which of the following best describes the area you live in?	
How many children 17 or under live in your household?	
Secondary vehicle you were considering:	200. Chrysler. Secondary Considered Vehicle: New. 2014. English.
What is your primary language?	No.
Is this your first new vehicle ever purchased / leased?	some college
Please indicate your highest education level	Previous experience with the vehicle/brand.
Which, if any, influenced your purchase decision? (check all that apply):	\$32K
What price did you pay for your vehicle?	Chrysler.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New.
Please indicate your gender	
Primary vehicle you were considering:	200. 2014. Chrysler. Primary Considered Vehicle: New.
Please indicate your ethnicity	
What year were you born?	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	financing allowed me to get the nicer car
What is your current marital status?	

Overview

Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Please explain further about your choice to recommend your vehicle:	The drive train is phenomenal. The interior is near breath taking and the body is gorgeous
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Detail on High Rated Items

You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	I put 40K miles on my last 300. Road the same as mile 4. Quiet engine, no squeaks in the suspension, everything remained solid.
---	---

Detail on High Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.

You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.

You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.

You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.

You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.

You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.

You rated ride quality High. Use this space to provide any specific comments you would like to share.

You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.

You rated integration with media players High. Use this space to provide any specific comments you would like to share.

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.

You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.

You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.

You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.

You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.

You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.

Shifter is a bit frustrating at times. Especially getting into park. Frequently when I switch to reverse, I hit neutral and have to wait and hit brake before I can engage into gear again. Frustrating, not a major complaint.

temperature controls distract a bit much from driving.

What to say? It's great except the unavoidably high floor center over the drive shaft.

again, what to add?

Cannot feel it go through the gears. Unbelievable engineering. Hate having to depress the brake every time to engage drive.

Desingers were inspired. Elegant with a sporty spin.

Elegant. I only wish there was a dark blue or dark violet color Hip and sporty. I settled for dark grey. Look glorious under blue light. I really loved the 2012 brown.

Every one who enters my car is impressed. You guys knocked his one out of the park. The wood natural wood grain is so perfect, it almost looks artificial. Plush seats, really plush. Blue running lights are not only functional, but sheer elegance.

Fits my life style. Posh sporty look without pretension. Frequently exchange a polite nod to other 300 drivers on the street. It's like, yah, we know. I wish I had the GPS but it was way over priced. Settled to use my Android on the console.

Have to look down to long to find target buttons

Absorbs city pot holes quite nicely. On smooth roads, it's like riding air. I keep the tires at max inflation for mileage and stability over comfort and still....smooth.

Anti-skid in snow is very good. I had to hard brake and swerve to avoid an accident. Was very stable and easy to control in the emergency. Tires didn't even squeal. The 300 did not even sway on the harsh turn.

This auto connect to Android a great improvement over my 2012 model.

Few believe my mileage. It rivals hybrids.

I'm a bit biased. Loved Chrysler in 60s and 70s. Nice to see them not only back, but excelling. Smokes anything out there at this price.

Most stable suspension I've ever driven short of tiny European sports cars - which have no comfort.

Rear reading lights are nice touch. Door handle lights just top off the elegance. Front map lights are nice and bright with high color temperature. Love it.

Headlights on my Caravans were terrible. The focused beam and output brightness uniformity on the 300 is glorious. Low eye strain even in night rain. Good work!

I would prefer 5 band graphic equalizer at a minimum. ^7 band far better. 3 band is near useless.

Instrumentation is impressive. Transmission and smart engine are unparalleled. 8 speeds. Wow. Accelerates sharply at any speed and truly optimizes engine work load.

The subtle metaflake is beautiful.

Vehicle Satisfaction Ratings

Integration with phones	4.
Support for popular music/video formats	4.
Rear view styling (rear fascia, bumper)	4.
Engine sound	4.
Overall audio, entertainment, and navigation system impression	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Ease of using system displays while driving	5.
Headlight illumination/performance during night-time driving	5.
Is there anything about your new vehicle you would like to see changed?	steering wheel extend further out, The center console box extends a bit too far into rear cabin and gets kicked frequently

Vehicle Satisfaction Ratings	
Vehicle storage and space usage	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Integration with media players	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
How do you feel about the durability of your new vehicle?	5.
Wheels, rims, and tires appearance and styling	4.
What are your favorite parts of your new vehicle?	transmission, dash, style
Clarity of sound	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Always having to brake to engage drive or reverse. Difficult to rock out of snow traps. Voice command on phone flat out pisses me off half the time wi h it's miscalling.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Deceleration.
Please describe conditions when this trouble occurs:	happens most of the time I decelerate
Going into which gear/gears does the trouble occur? (check all that apply)	when coming to a stop, the car jerks harshly. Otherwise this transmission is a total marvel.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Welcome>	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Hesitation or delay when shifting between gears.

What Can We Do Better?>	
What has Chrysler done right?	Serious upgrade to transmission. I get 37mpg on highway with mid-grade. Every rider is amazed at the comfort. I love he interior lighting. Snappy response, tight suspension
Feedback/Concerns:	Interior was filthy upon delivery. No nitrogen in tires after two months ownership. Dealer machine down. Low bumpers though lovely are vulnerable to scraping. Voice command blue too h is frustrating. Wrong dialing 50% of time. I have about 50 different people in my car every week. Most are totally amazed. So happy Chrysler is back on track to such affordable elegance. I've had several New Yorkers and Caravans in he past.

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG5DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	12/12/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6339220361
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M305201410
Color	PX8	GLOSS BLACK					

Report Number		System Key	270423082	Report Version	5	Open Date	08/30/2014
Close Date	09/10/2014	Narrative Date	09/17/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	No Concerns.
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Welcome

Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

No Concerns

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG8DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	05/25/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6135311317
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K142363258
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	269539884	Report Version	5	Open Date	08/31/2014
Close Date	08/31/2014	Narrative Date	09/05/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Entertainment/Navigation System/Connectivity

Entertainment/Navigation System/Connectivity	S4
Please tell us your cell phone model	S4 S5
Please choose your cell phone brand	Samsung.
Please choose your cell phone carrier	AT&T Mobile.

USB Connection

Please indicate the make, model, carrier, and software version on the device used (computer, tablet, etc.):	Samsung S4
How often does this trouble occur?	Trouble occurs regularly.
Where is the location of the media port?	Center console.
Please indicate if you are able to do either of the following (check all that apply):	Play audio. Charge devices.
Please describe the trouble you experienced (check all that apply):	see previous comment.

Vehicle Satisfaction Ratings

Integration with media players	3.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Overall audio, entertainment, and navigation system impression	3.
Integration with phones	3.
Support for popular music/video formats	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Style/performance
Is there anything about your new vehicle you would like to see changed?	Yes. Eliminate Electronic gear shifter
Transmission gear change performance (smoothness)	2.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Ride quality	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

About You	
Convenience of dealership location	4.
Primary vehicle you were considering:	BMW. 2013. 5 Series. Primary Considered Vehicle: New.
Is this your first new vehicle ever purchased / leased?	No.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. 2500 HD Chassis-Cabs. GMC.
What price did you pay for your vehicle?	\$32k
Secondary vehicle in your household:	2014. Fusion. Secondary Household Vehicle: Purchased New. Ford.
Price	4.
Please indicate the primary driver's age.	██████
Financing options	5.
Vehicle performance	5.
Please tell us about the vehicle you replaced (if applicable)	5 Series. BMW. 2008. Replaced Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	Cost vs. features/performance & All Wheel Drive AWD option.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Research online.
What year were you born?	██████
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Vehicle availability	4.
Trade-in allowance	4.
Please indicate your highest education level	4 year college degree.
Dealership treatment	5.
Vehicle quality	5.
Vehicle styling	5.
What is your primary language?	English.
What is your current marital status?	██████.
Did you purchase or lease your vehicle?	Purchase.
How many children 17 or under live in your household?	██████.
Ability to test drive	5.
Vehicle fuel economy	5.
Please indicate your occupation status.	██████████
Please indicate your gender	██████.
Please indicate your occupation.	Other.
Which of the following best describes the area you live in?	Rural.

Overview	
Printed User Guide format is easy to understand and use	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	I read most all of my automotive media online.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Style, power, features. (awesome cupholders hot/cold)
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please provide feedback on how Chrysler can improve the Printed User Guide	N/A
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Speakers are not loud enough	
Please indicate which speaker has trouble (check all that apply):	Sound quality is great, speaker placement, design, color, number of speakers etc. however add more Watts (1000) and quality of speakers to handle output.
Please indicate which media sources were being played (check all that apply):	Satellite Radio. Telephone call. USB Drive. AUX. Bluetooth Streaming. AM. FM.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain. Features/Controls/Displays.

Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display: Other Concerns.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location	
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	See above comment
Please indicate which of the following best describes your concern (check all that apply):	Should be able to black out all interior control lighting and media screen or when lights are on or in off position. This feature should be 100% controlled by the driver.

Hesitation or delay when shifting between gears	
Going into which gear/gears does the trouble occur? (check all that apply)	Transmission needs improvement under medium to high acceleration, shifting operation in all gear ranges, acceleration (slow to respond to speed changes/down/upshift), slowing, down shifting. Low mode works ok. Transmission is fine under normal to driving conditions. Eliminate electronic shifter (most annoying feature on the vehicle)
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Deceleration. Hard acceleration.
Please describe conditions when this trouble occurs:	always
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers are not loud enough.

Hard controls/menus: Front Screen Display: Other Concerns	
How often does this trouble occur?	Trouble occurs regularly.

Hard controls/menus: Front Screen Display: Other Concerns**Additional Comments:**

Design and place USB connection in front of the shifter just under the adjustment volume/radio control in small under compartment area. (in black to hide outlet) cover over USB is a great idea. Mark USB connection w/ small while lettering.

Please describe the other trouble you experienced:

USB connection in poor location inside console difficult to reach

Please describe conditions when this trouble occurs:

When used

Detail on Low Rated Items**We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.**

1. Electronic gear shift. 2. lighting controls. (Ability to control dash/media display lighting to dim lights off while driving or in park or while vehicles light are on or in park mode.)

Gear selector is difficult to operate (auto. trans.)**Going into which position is the gear selector difficult to operate? (check all that apply):**

Electronic gear shift needs to go. very awkward selection into all gears. Overshoot all most every gear/selection every time.

Why is the gear selector difficult to operate?

Operation of gear selector is confusing/doesn't make sense.

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Automatic Transmission**Automatic Transmission**

Gear selector is difficult to operate (auto. trans.).

Hesitation or delay when shifting between gears.

Text Messaging**Text Messaging**

Text messaging works properly, but is difficult to understand/use.

What Can We Do Better?**Feedback/Concerns:**

I want a Hellcat.

What has Chrysler done right?

Good job. Keep customer feedback going and build customer base from there. Dodge/Chrysler drivers are your biggest sales force! Improve on every detail as customers are very well informed about other vehicle brands and features, performance. And building the Hellcat was a REALLY good idea.

Text messaging works properly, but is difficult to understand/use**Please indicate which of the following best describes your concern (check all that apply):**

Distracting and a safety hazard. Eliminate this feature. This feature encourages texting while driving.

Please describe the trouble you experienced (check all that apply):

Driver Distraction

Interior lights**Interior lights**

Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location.

Features and Controls**Features and Controls**

Interior lights.

Media**Media**

USB Connection.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CDXJG8DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	11/24/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6319210780
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M289297053
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	269540041	Report Version	5	Open Date	08/31/2014
Close Date	08/31/2014	Narrative Date	09/05/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Exhaust system troubles

Please describe conditions when this trouble occurs:	acceleration
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What is the trouble with the exhaust system? (check all that apply):	have had 3 visits, first to align, second to tighten loose bolts as with third
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Additional Comments:	loose bolts twice since then and now again, will be scheduling 4 h visit for exhaust

Detail on High Rated Items

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	high nice
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	jazz blue gets many comments
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	just flows well
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	nice
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	bright
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	great turning radius
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	seamless recessions
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	seamless recessions
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	turning radius
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	nice
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	plenty

Headlights not bright enough

Please describe the trouble you experienced:	limited periferal, dangerous blind right turns, bulbs recessed too deep
Please describe conditions when this trouble occurs:	right turns in dark

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	park to R or D
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Going into which position is the gear selector difficult to operate? (check all that apply):	Have had issues since day 1, I sometimes have to pull it 3 or more times to get out of park
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

About You

Vehicle availability	1.
Trade-in allowance	3.
Please indicate your highest education level	4 year college degree.

About You

Ability to test drive	5.
Vehicle fuel economy	5.
Please indicate the primary driver's age.	[REDACTED]
Please indicate your ethnicity	[REDACTED].
Please tell us about the vehicle you replaced (if applicable)	Chevrolet.
	Replaced Vehicle: Purchased New.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	AWD
Convenience of dealership location	3.
Dealership treatment	4.
Vehicle quality	5.
Vehicle styling	5.
Please indicate your occupation status.	[REDACTED].
Please indicate your gender	[REDACTED].
What is your current marital status?	[REDACTED]
Is this your first new vehicle ever purchased / leased?	No.
What year were you born?	[REDACTED]
Financing options	1.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Price	3.
Primary vehicle in your household:	Audi.
	Primary Household Vehicle: Purchased New.
Primary vehicle you were considering:	Primary Considered Vehicle: New.
When considering this vehicle	Test drive the vehicle.
	Visit the dealership.
	Research online.
Which, if any, influenced your purchase decision? (check all that apply):	AWD
Please indicate your occupation.	[REDACTED]
Vehicle performance	5.
What is your total household income (before taxes)?	\$80,000 - \$99,999.
How may children 17 or under live in your household?	0.

Vehicle Satisfaction Ratings

Ease of using system displays while driving	4.
Support for popular music/video formats	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Interior noise level while driving	3.
Ride quality	3.
Navigation system route accuracy	4.
Engine performance during acceleration	4.
Exterior design and appearance (overall impression)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Headlight illumination/performance during night-time driving	3.
Clarity of sound	4.
Integration with media players	4.
Wheels, rims, and tires appearance and styling	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	3.
Overall audio, entertainment, and navigation system impression	4.

Vehicle Satisfaction Ratings	
Integration with phones	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
What are your favorite parts of your new vehicle?	Baige cloth seats
Is there anything about your new vehicle you would like to see changed?	rear view camera standard, blind backing with elevated trunk deck

Overview	
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	david dodge
Information on the DVD is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver. Road and Track. Motor Trend.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Did you review the Owner's Information DVD?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	Dependable
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Was the trouble resolved to your satisfaction?	No.
Did you review the Printed User Guide?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).

Exterior light lenses cracked/scratched	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Please indicate which exterior light lenses were cracked/scratched (check all that apply):	numerous waivey lines in front of bulb.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.

Engine Power	
Engine power	Engine loses power when air conditioning is on.

Wind Noise	
Wind Noise	Excessive wind noise.

Lights	
Lights	Exterior light lenses cracked/scratched. Headlights not bright enough.

Excessive wind noise	
Please indicate the location of the wind noise (check all that apply):	38MPH up wind noise, not a steady rhythm, adjust with wind conditions
Please describe conditions when this trouble occurs:	windows up, hvac on or off
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Paint blemish/dirt in paint/foreign material under surface.
Engine loses power when air conditioning is on	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	time of need
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs while vehicle is (check all that apply):	minor loss in acceleration
Squeak/rattle/abnormal noises from instrument panel/dashboard	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	drivers side speaker, if I simply rest my hand on speaker lightly, its gone, hinking of a little wedge
Please describe conditions when this trouble occurs:	over 40 MPH
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Interior materials soils/scuffs too easily	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:	door and kick panels black and coarse, hold dirt
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
What Can We Do Better?	
Feedback/Concerns:	Nice car
What has Chrysler done right?	turning radius is super
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	peripheral lighting, no visibility
Paint blemish/dirt in paint/foreign material under surface	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate the location of the paint issue (check all that apply):	driver side, at fender/hood seam, 12" down from windshield, kinky hair
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain. Vehicle Exterior. Interior Trim/Storage/Windows.
Appearance	
Appearance	Interior materials soils/scuffs too easily.
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.
Engine Exhaust System	
Engine exhaust system	Exhaust system troubles.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG7CH [REDACTED]	Model Year	2012	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	01/09/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6355110694
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K354102428
Color	PX8	BLACK CLEAR COAT					

Report Number	[REDACTED]	System Key	225732626	Report Version	3	Open Date	02/13/2013
Close Date	02/27/2013	Narrative Date	04/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle: 7,000-9,999.
Are you the primary driver of this vehicle? Yes.

Continuous Quality Insight

Continuous Quality Insight Transmission and Drivetrain.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply): When you change gears if your not careful you put in drive instead of reverse or sometimes you want to put into park but indup put it into reverse.
How often does this trouble occur? Trouble occurs regularly.
Please describe conditions when this trouble occurs: new
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? No.
Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.
Would you recommend this vehicle to family or friends? Yes.
If our team has any additional questions about your responses, would you accept further contact? Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please explain further about your choice to recommend your vehicle: Looks good and drives good.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.
Please provide us with a phone number you can be reached at during daytime hours. Thank you. [REDACTED]

What Can We Do Better?>

Feedback/Concerns: Gear shifter
What has Chrysler done right? Body style, light, and display screen are awesome. Car looks great.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCACGXCH	Model Year	2012	Body	LXCP48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	10/27/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6283110683
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K247168893
Color	PWD	IVORY 3 COAT					

Report Number		System Key	230370877	Report Version	2	Open Date	05/08/2013
Close Date	05/08/2013	Narrative Date	05/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>							
Please tell us how many miles are currently on your vehicle:				7,000-9,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Transmission and Drivetrain.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Hesitation or delay when shifting between gears.			
				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>							
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):				When trying to put transmission from park into drive or into or out of reverse, the gear shift works with hesitancy, lots of "slips." Perhaps more important, the transmission gear display on the instrument panel and on the shift knob, are out of sync with what the computer is reading the gear status to be, so sometimes the car won't start al hough it reads to be in park, or alternately, doesn't turn off al hough it reads to be in park. Because this problem is intermittent, rather than constant, I expect that a reasonably competent mechanic won't be able to disagnosis it and that it will be with me until I unload the car.			
How often does this trouble occur?				Trouble occurs intermittently.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				4000 - 7999 miles.			
Additional Comments:				I'd be pleased if Chrysler would interest itself in this problem.			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				Park (P). Reverse (R). Drive (D).			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				4000 - 7999 miles.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Dissatisfied.			
Would you recommend this vehicle to family or friends?				No.			
Please explain further about your choice to recommend your vehicle:				I loved our 1st Chrysler 300, but think that your "new" shifting level design is bad.			
If our team has any additional questions about your responses, would you accept further contact?				Yes, by phone or e-mail.			
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?				No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).			

What Can We Do Better?>							
Feedback/Concerns:				Yes			
What has Chrysler done right?				Otgher than the shifting problem we are pleased with the car, but the shifting problem causes us near-constant anxiety.			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler				Yes.			

Contact Me>
LLC to contact you about your Chrysler vehicle? To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

About You>
Did you purchase or lease your vehicle? What price did you pay for your vehicle? Please tell us about the vehicle you replaced (if applicable)

Purchase.
about 28,500
new
Chrysler.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH7CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	05/29/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6141210923
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K145276696
Color	PX8	PITCH BLACK					

Report Number		System Key	231715249	Report Version	2	Open Date	05/29/2013
Close Date	05/29/2013	Narrative Date	05/31/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>

Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight

Continuous Quality Insight	Seats.
	Transmission and Drivetrain.
	Other.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Hesitation or delay when shifting between gears.
	Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

Going into which gear/gears does the trouble occur? (check all that apply)	The 8 speed transmission does not always downshift quick enough when needed, especially when you are in the mid gears in the 35-60 mph range.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	When cold, it wants to hold the lower gears longer than I believe it should when taking off from a start. This goes away within the first 5 miles and it then upshifts normally
	The 8 speed transmission does not always downshift quick enough when needed, especially when you are in the mid gears in the 35-60 mph range.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Additional Comments:	Once you get to know how the 8 speed transmission works, you adapt to it.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):	The V6 ratcheting shifter is neat toy, but I prefer a standard shifter to move through the gears. You have to be at a dead stop to move from reverse to the drive positions, and also at a dead stop to move up to park. Some times there is a delay to shift reverse from drive, and the same from drive to reverse. It's a pain when you go to back into a parking space.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	The V6 ratcheting shifter is neat toy, but I prefer a standard shifter to move through the gears like the V8 models have. You have to be at a dead stop to move from reverse to the drive positions, and also at a dead stop to move up to park. Some times there is a delay to shift to reverse from drive, and the same from drive to reverse. It's a pain when you go to back into a parking space. I thought it would just take some time getting use to it, but it's a little annoying.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	I just like the car. It looks and drives great. Every vehicle is going to have a quirk or 2. I've never had a car that didn't have 1 issue..
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
What Can We Do Better?>	
Feedback/Concerns:	Nice job so far.
What has Chrysler done right?	Making some nice cars and trucks finally.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	The comfort
Is there anything about your new vehicle you would like to see changed?	More interior color options
Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Jones Junction is a great place to buy a car
About You>	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	\$26300
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Used
	Ford.
	Escape.
	2006.
Primary vehicle you were considering:	Used
	Chevrolet.

About You>

	Impala.
	2010.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Kelley Blue Book.
	Edmunds.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	High school degree / GED.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	<input type="checkbox"/>
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	\$100,000 - \$124,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG7CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	06/22/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6164221560
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K170290022
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	231715289	Report Version	2	Open Date	05/29/2013
Close Date	05/29/2013	Narrative Date	05/31/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				5,000-6,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Entertainment/Navigation System/Connectivity.			
				Interior Climate Control.			
				Transmission and Drivetrain.			

Entertainment/Navigation System/Connectivity>Speakers>							
Speakers				Speakers have poor sound quality.			
				Speakers are not loud enough.			

Entertainment/Navigation System/Connectivity>Navigation System>							
Navigation System				Difficulty accessing Points of Interest.			

Entertainment/Navigation System/Connectivity>							
Please choose your cell phone carrier				Verizon Wireless.			
Please choose your cell phone brand				Motorola.			
Please tell us your cell phone model				RAZR Maxx			
If known, please tell us your software version				4.1.2			
Entertainment/Navigation System/Connectivity				None			

Speakers have poor sound quality							
Please indicate which speaker has trouble (check all that apply):				Sound quality is not great and bass performance is poor. I could accept if this was the base audio system, but I paid extra for the next level of system.			
Please indicate which media sources were being played (check all that apply):				CD.			
				USB Drive.			
				SD.			
				Satellite Radio.			
Trouble with speaker occurs:				At all volume levels.			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				Disappointed with the audio quality for having spent extra for system upgrade. I understand it does not have a subwoofer but other stock systems sound much better.			

Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough>							
Please indicate which speaker has trouble (check all that apply):				All speakers in the vehicle.			
Please indicate which media sources were being played (check all that apply):				CD.			
				USB Drive.			
				SD.			
				Satellite Radio.			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Difficulty accessing Points of Interest							
Please describe the trouble with the Points of Interest within the Navigation system				It is difficult to use the system to locate Pol unless you already have the address.			
Additional Comments:				My expectation is that it would work similar to what my Android phone does.			

Interior Climate Control>Operation and Performance>	
Operation and Performance	Air conditioner takes too long to get cold. Air conditioner never gets cold enough.

Interior Climate Control>Operation and Performance>Air conditioner takes too long to get cold>	
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply): How often does this trouble occur? To the best of your recollection, the trouble was first noticed: Approximate mileage when trouble was first noticed was: Additional Comments:	Bright sun. Filtered sun (light/partial clouds, light haze/fog). Outside temperature over 100° F. Outside temperature over 90° F. Outside temperature over 80° F. Outside temperature over 70° F. Trouble occurs regularly. More than 3 months after delivery. 4000 - 7999 miles. Purchased the car towards that latter part of summer so did not really notice the issue. The system does not seem to blow much air out even on high. It also takes awhile to produce cold air.

Interior Climate Control>Operation and Performance>Air conditioner never gets cold enough>	
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply): How often does this trouble occur? To the best of your recollection, the trouble was first noticed: Approximate mileage when trouble was first noticed was:	All weather conditions. Trouble occurs regularly. 1 to 3 months after delivery. 4000 - 7999 miles.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Shifts at wrong times. Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>	
Going into which gear/gears does the trouble occur? (check all that apply) Please indicate driving condition where the shifting trouble is noticeable (check all that apply): Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): Are you using your vehicle for towing when the problem occurs? How often does this trouble occur? To the best of your recollection, the trouble was first noticed: Approximate mileage when trouble was first noticed was: Additional Comments:	Not sure. Normal acceleration. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90° F. No. Trouble occurs regularly. Within the 1st month after delivery. 0 - 1499 miles. 8 Speed transmission seems reluctant to upshift to a lower gear. Appears to have some difficulty selecting gears.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Going into which gear/gears does the trouble occur? (check all that apply) Please indicate driving condition where the shifting trouble is noticeable (check all that apply): Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): How often does this trouble occur? To the best of your recollection, the trouble was first noticed: Approximate mileage when trouble was first noticed was:	All Hard acceleration. Deceleration. Maintaining a fairly constant speed while driving on steep/hilly roads. Maintaining a fairly constant speed on level roads. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90° F. Trouble occurs regularly. Within the 1st month after delivery. 1500 - 3999 miles.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
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Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). Drive (D).
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	The new shifter is difficult to operate consistently and is awkward. It can be difficult to get in the proper gear. In quick situations where you would need to go from D to R, it would be easy to miss the gear and only hit N or go into P.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	I really enjoy the vehicle. I love the style, performance, and interior. I do have an ongoing issue with the front seats popping and creaking and it appears to be a known issue (lots of reference to it on various websites). Dealer made a single attempt to repair and then said that is just the way it is/nothing else they can do. For me, this is not acceptable and a fault of the vehicle. Additionally, I would like to see updates to the Nav/Entertainment system that would keep features working with new phones. My text feature quit working and on that subject, users should have the ability to edit the canned text responses in the system. Most of the entries are of no use to me.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Please provide feedback on how Chrysler can improve the Smartphone Application	The app is not too useful.. more of just a digital owners manual.
Which feature or section of the Smartphone Application did you find least helpful and why?	Integration with features and functions on the vehicle. For example, doing a route plan on the computer and then have the app send it to the Nav system when getting in the car.

What Can We Do Better?>	
Feedback/Concerns:	Overall, I am happy with my vehicle but I would like items/suggestions addressed. Also, I am not very fond of my local dealership. They seem to have the attitude that they are being bothered and could provide better customer service.
What has Chrysler done right?	Great vehicle. I honestly had not initially considered a Charger when looking for a new vehicle but once I did, I liked what I saw and made the purchase.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Ongoing issues with seat noise and the fact that I should just accept it.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	3.
Integration with media players	4.
Navigation system route accuracy	5.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>

Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	4.
Seat adjustment and comfort	2.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	3.
Engine performance during acceleration	4.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	4.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	Excellent design of the Radio/Nav System and large screen.
Is there anything about your new vehicle you would like to see changed?	More frequent software updates for phone integration. Stop the seat noise.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	See previous notes.
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About You>

Did you purchase or lease your vehicle?	Purchase.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New Chevrolet. Corvette. 1998.
Primary vehicle you were considering:	New Ford. Fusion. 2013.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Kelley Blue Book. Edmunds. Blogs (e.g., Truth About Cars). JD Power Reports.
Secondary vehicle you were considering:	New Acura. TL. 2013.
Primary vehicle in your household:	New Ford. Fusion Hybrid. 2013.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	<input type="checkbox"/>
Please indicate your highest education level	4 year college degree.
What is your current marital status?	<input type="checkbox"/>
How many children 17 or under live in your household?	<input type="checkbox"/>
Please indicate your ethnicity	<input type="checkbox"/>
What is your total household income (before taxes)?	\$150,000 - \$199,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG1CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	06/28/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6171220026
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K175293373
Color	PX8	PITCH BLACK					

Report Number		System Key	231715355	Report Version	2	Open Date	05/29/2013
Close Date	05/29/2013	Narrative Date	05/31/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>							
Please tell us how many miles are currently on your vehicle:				7,000-9,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Features/Controls/Displays.			
				Vehicle Exterior.			
				Transmission and Drivetrain.			

Vehicle Exterior>Wind Noise>							
Wind Noise				Excessive wind noise.			

Vehicle Exterior>Wind Noise>Excessive wind noise>							
Please indicate the location of the wind noise (check all that apply):				Driver's side rear door.			
				Passenger's side rear door.			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			

Features/Controls/Displays>Features and Controls>							
Features and Controls				Cruise control system.			

Features/Controls/Displays>Features and Controls>Cruise control system>							
Cruise control system				Cruise control system works properly, but difficult to understand/use; controls in a poor location.			

Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location>							
Please indicate which of the following best describes your concern (check all that apply):				Cruise will not keep the vehicle at a steady speed on small hills. There can be up to 10 MPH difference up and down a hill.			

Transmission and Drivetrain>Automatic Transmission>							
Automatic Transmission				Gear selector is difficult to operate (auto. trans.).			

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>							
Going into which position is the gear selector difficult to operate? (check all that apply):				All gears are difficult to select. I have to pay close attention when shifting or I will go to reverse when I want park. Also going to drive, I end up in neutral.			
				Same			
				Same			
				Drive (D).			
Why is the gear selector difficult to operate?				Other (please describe).			
How often does this trouble occur?				Trouble occurs regularly.			
To the best of your recollection, the trouble was first noticed:				At delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				I absolutely hate his shifter type. I will never buy another car with this type of shifter. It needs a definite stop point like the older type of transmission had.			

Overview							
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Satisfied.			

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	I dislike several design features but overall I like the vehicle.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	

Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>	
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	3.
Ease of getting into and out of vehicle	3.
Interior noise level while driving	1.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	1.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	Style, performance, drive.
Is there anything about your new vehicle you would like to see changed?	Needs more headroom, less road noise and I hate the transmission shifter.

Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items>	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Looks great, I receive positive comments
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Good service and customer relations.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>	
You rated interior noise level while driving Low. Use this space to provide any specific comments you would like to share.	Too much road noise at low speed, I like a quiet interior
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Transmission shifter is difficult to operate, you have to concentrate on the shifter to make sure you are in the right gear. I have almost had several accidents because I had it in reverse when I thought it was in park.

Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items>

You rated safety and visibility while driving Low. Use this space to provide any specific comments you would like to share.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

Needs more head space, tall drivers cannot see traffic signals when you at the intersection

Once again, I hate the shifter!!!!

About You>

Did you purchase or lease your vehicle?

Purchase.

What price did you pay for your vehicle?

32,xxx

Is this your first new vehicle ever purchased / leased?

No.

Please tell us about the vehicle you replaced (if applicable)

new

Chevrolet.

Monte Carlo.

2002.

Primary vehicle you were considering:

new

Chrysler.

300.

2012.

Which online data sources, if any, influenced your buying decision? (check all that apply)

Kelley Blue Book.

Edmunds.

Blogs (e.g., Truth About Cars).

NHTSA or IIHS.

Secondary vehicle you were considering:

new

Buick.

LaCrosse.

2012.

Primary vehicle in your household:

Dodge.

Ram 1500.

2008.

Which of the following best describes the area you live in?

Rural.

What is your primary language?

English.

Please indicate your gender

Male

What year were you born?

1980

Please indicate your highest education level

Graduate degree.

What is your current marital status?

Married

How many children 17 or under live in your household?

0.

Please indicate your ethnicity

White

What is your total household income (before taxes)?

\$80,000 - \$99,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG0DH5	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	10/18/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6279221469
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M222284415
Color	PX8	PITCH BLACK					

Report Number		System Key	232428914	Report Version	1	Open Date	06/07/2013
Close Date	06/07/2013	Narrative Date	06/10/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			
Are you the primary driver of this vehicle?				Yes.			

Continuous Quality Insight							
Continuous Quality Insight				Transmission and Drivetrain.			
				Entertainment/Navigation System/Connectivity.			
				Other.			

Touchscreen Controls							
Touchscreen Controls				Touchscreen Controls/Menu: Front Screen Display: Other Concerns.			

Entertainment/Navigation System/Connectivity>Speakers>							
Speakers				Speakers have poor sound quality.			

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>							
Hands-Free Phone / Bluetooth				Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.			

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>							
Voice Activation / Recognition				Voice Activation / Recognition doesn't recognize command.			

Entertainment/Navigation System/Connectivity>							
Please choose your cell phone carrier				Verizon Wireless.			
Please choose your cell phone brand				Apple.			
Please tell us your cell phone model				iPhone 4S			

Speakers have poor sound quality							
Please indicate which speaker has trouble (check all that apply):				Speakers have feedback with low base.			
				Speakers have feedback with low base.			
Please indicate which media sources were being played (check all that apply):				Bluetooth Streaming.			
				FM.			
				Satellite Radio.			
Trouble with speaker occurs:				At all volume levels.			
Please describe conditions when this trouble occurs:				Feedback/rattle on low base			
To the best of your recollection, the trouble was first noticed:				Within the 1st month after delivery.			
Approximate mileage when trouble was first noticed was:				0 - 1499 miles.			
Additional Comments:				"Premium" Alpine speaker produce below average tones.			

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command							
Please indicate which words, if any, are constantly misrecognized:				Difficulty recognizing contact names.			
How often does this trouble occur?				Trouble occurs regularly.			
Please describe when this trouble occurs:				When stating a name.			
What button did you use?				Hand Controls on steering wheel			
Do you usually set HVAC vent direction toward ceiling?				No.			

Voice Activation / Recognition doesnt recognize command							
Please describe when this trouble occurs:				I always wait for the beep.			
What button did you use?				Hand Control on steering wheel.			
Do you usually set HVAC vent direction toward ceiling?				No.			
How often does this trouble occur?				Trouble occurs regularly.			

Touchscreen Controls/Menu: Front Screen Display: Other Concerns	
Please describe the other trouble you experienced:	The touchscreen should have a "home" screen.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Always
Additional Comments:	The touchscreen should have a home screen to return to. Example - I'm listening to Sirius Radio, when I want to turn the AC on. I click to the AC screen and turn it on. After 'X' seconds, the screen should return to the Sirius radio screen.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Slips/will not engage gear properly/shifts erratically>	
Going into which gear/gears does the trouble occur? (check all that apply):	2nd Gear. 3rd Gear. 4th Gear. 5th Gear (if equipped).
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Hard acceleration. Deceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Normal accelerating, gears almost stick at times.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Gears seem to stick at acceleration and deceleration.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>	
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. 2nd Gear. 3rd Gear. 4th Gear. 5th Gear (if equipped). 6th Gear (if equipped).
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Hard acceleration. Deceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Hesitation on acceleration and jumpy on deceleration.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Trans seems to hesitate on acceleration and becomes jumpy on deceleration, like it's sticking in the gear and wants to accelerate.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Neutral (N). Drive (D).
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Gear selector is tricky and may cause an accident if not careful.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	In my opinion, shifter should shift from N to D without using the brake. I was in the car wash, in Neutral. At the end of the wash, I had to put the car in Drive by pressing the brake. However, the car wash rollers were pushing my car, so I couldn't fully brake and put it in Drive. As I struggled to get it in Drive to pull out, the car behind me in the wash came inches to hitting my rear bumper. N to D and D to

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

N should not require brakes.

Other>

Please describe the other trouble you experienced:	1) Interior lights should turn on once I push the "off" button in park. 2) Storage bin under driver's arm rest in middle is basically useless. Too small. 3) Dirt collects in door wells. Needs some kind of seal.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Normal driving conditions
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>

Feedback/Concerns:	I was a little disappointed with the performance of the vehicle. They claim 31 mpg Hwy, but I can't come close to this. The closest I can come on the hwy is 26mpg.
What has Chrysler done right?	Styling is great. Cost is right.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	2.
Ease of using system displays while driving	2.
Integration with phones	3.
Integration with media players	3.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	3.
Vehicle storage and space usage	4.
Head/leg/foot room	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	3.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	2.
Engine sound	3.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	1.
Fuel economy and driving range	1.
Brake responsiveness/effort	3.
Ride quality	3.
Steering and handling (responsiveness, stability)	3.

Vehicle Satisfaction Ratings	
How was your purchasing experience (the dealer/dealership)?	3.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	3.
What are your favorite parts of your new vehicle?	Styling
Is there anything about your new vehicle you would like to see changed?	Trans smoothness, Controls friendliness

Detail on High Rated Items	
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Front styling is sick. Chargers look mean because of their front end. Spoiler looks weak. I'd prefer a lip spoiler.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Nothing really exceeded my expectations.

Detail on Low Rated Items	
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	Trans hesitates and jumps. It's obvious they haven't perfected the 8-speed yet.
You rated fuel economy and driving range Low. Use this space to provide any specific comments you would like to share.	Doesnt come close to advertised MPG. Actual HWY is 26 and actual city is 20. Overall average is about 21mph
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Fuel economy is poor. This is coming from someone who "hyper-miles" and tries to improve fuel efficiency as best as I can.

About You>	
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	New Chevrolet. Malibu. 2009.
Primary vehicle you were considering:	Buick.
Which online data sources, if any, influenced your buying decision? (check all that apply)	Consumer Reports.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Please indicate your gender	<input type="checkbox"/>
What year were you born?	1 <input type="checkbox"/>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<input type="checkbox"/> d.
How many children 17 or under live in your household?	<input type="checkbox"/>
Please indicate your ethnicity	<input type="checkbox"/> a <input type="checkbox"/>
What is your total household income (before taxes)?	\$125,000 - \$149,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG0DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1161310391
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K168363486
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	238948486	Report Version	5	Open Date	08/29/2013
Close Date	09/08/2013	Narrative Date	09/13/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Voice Activation / Recognition doesnt recognize command

Please describe when this trouble occurs:	Ask to call then name and nothing happens.
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.

Radio

Radio	AM/FM/HD/Satellite radio channels have poor or no reception.
-------	--

AM/FM/HD/Satellite radio channels have poor or no reception

Please indicate which frequency band has trouble (check all that apply):	Doesn't let you select sta ion
How often does this trouble occur?	Trouble occurs regularly.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work>

How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Maps are locked

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	Doesn't work
What button did you use?	Voice button
Do you usually set HVAC vent direction toward ceiling?	No.

Hard controls/menus: Front Screen Display is broken/not working

Please indicate your concern with front screen display (check all that apply):	Display is fuzzy/blurry.
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Overview

Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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About You

What year were you born?	
Please indicate your ethnicity	n.
How may children 17 or under live in your household?	0.
What is your current marital status?	
Please indicate your highest education level	4 year college degree.
Please indicate your gender	
What is your primary language?	English.

About You	
Which of the following best describes the area you live in?	Suburban.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used. 2003. Grand Cherokee. Jeep.
Primary vehicle in your household:	Primary Household Vehicle: Purchased Used. 2004. SLK-Class. Mercedes-Benz.
Secondary vehicle you were considering:	Secondary Considered Vehicle: New. CTS. Cadillac.
Which, if any, influenced your purchase decision? (check all that apply):	Manufacturer?s website. Vehicle test drive.
Primary vehicle you were considering:	Primary Considered Vehicle: New. 2013. LaCrosse. Buick.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2005. LeSabre. Buick.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.

Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display is broken/not working.

Media	
Media	Radio.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system freezes-up/will not work.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Entertainment/Navigation System/Connectivity>	
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Other.
Please tell us your cell phone model	

Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Interior Trim/Storage/Windows.

Interior Trim/Storage/Windows>Appearance>	
Appearance	Door panels have gaps/poor fit.

Interior Trim/Storage/Windows>Appearance>Door panels have gaps/poor fit>	
Please indicate which interior door panels had gaps/poor fit (check all that apply):	Gap between door and back seat
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>	
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Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).
Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Stops or hangs in reverse before going into park
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The back bench seat has a crack between the trim and the seat. Workmanship problem.
You rated overall audio, entertainment, and navigation system impression Low. Use this space to provide any specific comments you would like to share.	Navigation broke the third week after getting the car. Satellite radio doesn't work now. Supposed to be free for a year.
Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	Front seat needs to be longer. It is long enough for women but too short for men.
What are your favorite parts of your new vehicle?	Look
What is your attitude overall towards the BRAND of your new car?	4.
What is your attitude overall towards your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
How do you feel about the durability of your new vehicle?	3.
How was your purchasing experience (the dealer/dealership)?	5.
Steering and handling (responsiveness, stability)	4.
Ride quality	4.
Brake responsiveness/effort	4.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	3.
Engine exhaust sound	4.
Engine sound	3.
Engine performance during acceleration	4.
Climate control operation (function and ease of use)	5.
Safety and visibility while driving	5.
Location and usefulness of interior lighting	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Steering wheel adjustment	4.
Seat adjustment and comfort	3.
Interior noise level while driving	5.
Ease of getting into and out of vehicle	5.
Head/leg/foot room	3.
Vehicle storage and space usage	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Headlight illumination/performance during night-time driving	5.
Wheels, rims, and tires appearance and styling	5.
Rear view styling (rear fascia, bumper)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Appearance of exterior paint	5.
Exterior design and appearance (overall impression)	5.
Support for popular music/video formats	3.
Navigation system route accuracy	3.
Integration with media players	3.
Integration with phones	4.
Ease of using system displays while driving	4.
Clarity of sound	4.
Overall audio, entertainment, and navigation system impression	1.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG5DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	09/06/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6240210683
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K205210967
Color	PX8	PITCH BLACK					

Report Number		System Key	270059633	Report Version	5	Open Date	09/06/2014
Close Date	09/06/2014	Narrative Date	09/12/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

How may children 17 or under live in your household?	0.
Financing options	4.
Please tell us about the vehicle you replaced (if applicable)	Dodge. Replaced Vehicle: Purchased Used. Charger. 2006.
Please indicate your occupation status.	
Primary vehicle you were considering:	Ford. Primary Considered Vehicle: Used. 2013. Taurus.
Primary vehicle in your household:	Honda. Accord Coupe. Primary Household Vehicle: Purchased Used. 2008.
What is your primary language?	English.
Please indicate your highest education level	High school degree / GED.
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Suburban.
Vehicle availability	5.
Dealership treatment	5.
Vehicle quality	5.
Vehicle styling	5.
Please indicate the primary driver's age.	
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used.
What year were you born?	
Please indicate your occupation.	
Please indicate your gender	
What is your current marital status?	d.
What price did you pay for your vehicle?	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Convenience of dealership location	4.
Vehicle performance	5.
Please indicate your ethnicity	
Did you purchase or lease your vehicle?	Purchase.
When considering this vehicle	Research online.
Secondary vehicle you were considering:	Secondary Considered Vehicle: Used.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Trade-in allowance	3.
Vehicle fuel economy	4.
Price	5.
Ability to test drive	5.

Vehicle Satisfaction Ratings

Support for popular music/video formats	3.
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.

Vehicle Satisfaction Ratings	
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	4.
Rear view styling (rear fascia, bumper)	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	5.
Integration with media players	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ride quality	4.
Engine performance during acceleration	5.
What are your favorite parts of your new vehicle?	acceleration and mileage
Integration with phones	3.
Clarity of sound	4.
Appearance of exterior paint	4.
Vehicle storage and space usage	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
What is your attitude overall towards your new car?	4.
Is there anything about your new vehicle you would like to see changed?	Shifting mechanism

Overview	
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
DVD format is easy to understand and use	3 (neither agree nor disagree).
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	AT&T Mobile.
If known, please tell us your software version	10.2.1.3014
Please choose your cell phone brand	BlackBerry (RIM).
Please tell us your cell phone model	Z10

Media	
Media	AUX.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. Hands-Free Phone / Bluetooth system loses connection.
Squeak/rattle/abnormal noises from instrument panel/dashboard	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	Driver side dash board
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Hands-Free Phone / Bluetooth system loses connection	
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Is there more than one phone paired to the vehicle?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Interior Trim/Storage/Windows. Transmission and Drivetrain.
Hands-Free Phone / Bluetooth system voice activation doesn't recognize command	
How often does this trouble occur?	Trouble occurs regularly.
Do you usually set HVAC vent direction toward ceiling?	Yes.
What button did you use?	
Text messaging broken/not working	
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.
Voice Activation / Recognition doesn't recognize command	
How often does this trouble occur?	Trouble occurs intermittently.
What button did you use?	
Do you usually set HVAC vent direction toward ceiling?	Yes.
What Can We Do Better?	
What has Chrysler done right?	Everything but the shifter
Feedback/Concerns:	Not happy with the electronic shifter feature. Parallel parking is difficult with such a touchy control
AUX	
Please describe conditions when this trouble occurs:	
Text Messaging	
Text Messaging	Text messaging broken/not working.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG8DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	01/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6005311393
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M326209535
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	245136079	Report Version	3	Open Date	11/05/2013
Close Date	11/27/2013	Narrative Date	11/29/2013	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	No.
Please explain further about your choice to recommend your vehicle:	I hate the transmission , and I also hate the electronic shifter.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). Drive (D).
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Unlike any other auto-transmission I've ever driven, I have to pay careful attention to make sure I'm in the gear I'm expecting. The shifter does not always react the same way. This is a huge problem when backing out of a driveway into the road, and the shift from Reverse to Drive doesn't work right.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Shifts at wrong times. Gear selector is difficult to operate (auto. trans.).

Welcome>	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain. Seats.

Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>	
Going into which gear/gears does the trouble occur? (check all that apply)	during cornering, does not down shift, results in engine bogging down, then when I give it gas it downshifts and takes off
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	mostly during turns
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	cornering
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG2EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	02/20/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6029420261
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K048461475
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number	9	System Key	257340965	Report Version	1	Open Date	05/01/2014
Close Date	05/11/2014	Narrative Date	05/12/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	Features/Controls/Displays. Transmission and Drivetrain.

Features/Controls/Displays>Features and Controls>Reverse-Camera>	
Reverse-Camera	Reverse-camera works properly, but difficult to understand/use; controls in a poor location.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please explain further about your choice to recommend your vehicle:	But not without explaining my concerns
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera works properly, but difficult to understand/use; controls in a poor location>	
Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):	Must have sensor for backing up warnings on next car or won't buy
Additional Comments:	PRNDL Difficult to use with the snap back feature

Features/Controls/Displays>Features and Controls>	
Features and Controls	Reverse-Camera.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG8EH2	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	03/03/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6037410521
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K013463065
Color	PX8	GLOSS BLACK					

Report Number		System Key	257565426	Report Version	1	Open Date	05/02/2014
Close Date	05/02/2014	Narrative Date	05/14/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Entertainment/Navigation System/Connectivity>

Please choose your cell phone carrier	Sprint Nextel.
Please tell us your cell phone model	galaxy s2
If known, please tell us your software version	4.2
Please choose your cell phone brand	Samsung.

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	hesitates when lightly accelerating, from a stop
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	seems to wind up a little before shifting
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
How often does this trouble occur?	Trouble occurs regularly.

About You

Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. Pacifica. 2005. Replaced Vehicle: Purchased Used.
What is your primary language?	English.
Please indicate your gender	.
Which, if any, influenced your purchase decision? (check all that apply):	Consumer Reports ratings. NHTSA or IIHS safety ratings. Edmunds.
Which of the following best describes the area you live in?	Rural.
What price did you pay for your vehicle?	38k
Is this your first new vehicle ever purchased / leased?	No.

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Continuous Quality Insight

Continuous Quality Insight	Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Features/Controls/Displays.
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Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions. Navigation system works, but traffic information doesn't work / or is difficult to understand. Points of Interest incorrect.
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Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.
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Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command. Voice Recognition feature does not have enough functions available.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand>	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Traffic information displays, but is difficult to read.

Voice Activation / Recognition doesnt recognize command	
Please describe when this trouble occurs:	When stating a name.
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs intermittently.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	3.
Clarity of sound	5.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Ride quality	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	interior fit and finish
Is there anything about your new vehicle you would like to see changed?	more connectivity apps
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Navigation system route accuracy	4.
Appearance of exterior paint	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.

Hands-Free Phone / Bluetooth system loses connection

Lost connection problem happens when:	In the middle of a call.
How often does this trouble occur?	Trouble occurs intermittently.
Is there more than one phone paired to the vehicle?	No.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

Please indicate which navigation system item has trouble (check all that apply):	some addresses do not input Map is missing information.
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Points of Interest incorrect

Please describe the trouble with the Points of Interest within the Navigation system	Limited types of points of interest needs to have more added
--	--

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	engine performance it's very good for 6 cylinder
---	--

What Can We Do Better?>

Feedback/Concerns:	provide the same level of u connect appd and functions as the non luxury have available
What has Chrysler done right?	Fit and finish is great quiet smooth much more powerful engine very nice interior quality

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Hesitation or delay when shifting between gears.
------------------------	--

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CDXH8EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	08/29/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1210310145
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K232361588
Color	PX8	PITCH BLACK					

Report Number	3	System Key	260985446	Report Version	3	Open Date	06/17/2014
Close Date	06/17/2014	Narrative Date	06/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	2010. Nissan. Replaced Vehicle: Purchased New. Altima.
How many children 17 or under live in your household?	3-4.
Which, if any, influenced your purchase decision? (check all that apply):	Automotive magazines. On-Line blogs or forums. Consumer Reports ratings. Vehicle test drive.
Please indicate your gender	
Please indicate your highest education level	Graduate degree.
What is your total household income (before taxes)?	\$125,000 - \$149,999.
What is your primary language?	English.
Which of the following best describes the area you live in?	Suburban.
What price did you pay for your vehicle?	32000
	1
What is your current marital status?	
Please indicate your ethnicity	
Is this your first new vehicle ever purchased / leased?	No.

No Concerns>

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Leather installed
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Which feature or section of the Smartphone Application did you find most helpful and why?	synching with phonebook is great as is playing stored music through bluetooth.
Please explain further about your choice to recommend your vehicle:	Like the look and feel of the vehicle. Pleased with the overall performance and comfort.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Vehicle Satisfaction Ratings

How was your purchasing experience (the dealer/dealership)?	1.
Clarity of sound	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Integration with media players	5.
Rear view styling (rear fascia, bumper)	5.

Vehicle Satisfaction Ratings	
Head/leg/foot room	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Integration with phones	5.
Appearance of exterior paint	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Location and usefulness of interior lighting	5.
Engine performance during acceleration	5.
Ride quality	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overall audio, entertainment, and navigation system impression	5.
Steering and handling (responsiveness, stability)	5.
Engine exhaust sound	5.
Fuel economy and driving range	5.
Support for popular music/video formats	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Engine sound	5.
Brake responsiveness/effort	5.
How do you feel about the durability of your new vehicle?	5.
What are your favorite parts of your new vehicle?	Look and driving experience
Is there anything about your new vehicle you would like to see changed?	glove box area and arm-rest storage is not very good
Ease of using system displays while driving	4.
Transmission gear change performance (smoothness)	4.
What is your attitude overall towards your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Vehicle storage and space usage	4.

Detail on Low Rated Items	
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	Worst car-buying experience I ever had. It took me six hours to finalize the purchase (was buying a used jeep and a new charger). I'm glad I have both vehicles, but wish I would have been able to give a different dealership my business. Lustine Dodge of Woodbridge, VA could use help on customer service!

Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	The Beats sound system has a great sound and clarity. The synchronization with phone's music playlist (I use a galaxy) is great.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	No rattling of speakers. The tone quality is good.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Easy to use with phone - synch with address book and blue-tooth play of music playlists is great
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Same as above
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	Same as above
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Not many 4-door sedans on the market that are appealing to me (40 year old male). The Charger looks great. Wi h 4 kids I needed a 4-door, but wanted a good looking car too. The Charger delivers
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	high sheen, no swirls. Looks good
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Like the ride level and side molding brings out the classic 4-door muscle car feel
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	I like the rear bumper and lighting
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	I have the factory 20" chrome rims and they look great
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	I'm [REDACTED] and having plenty of leg room while still having room for rear seat passengers is essential. We have no problems in the Charger.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	Seats are high enough that it's easy to get in and out

Detail on High Rated Items	
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	Like the tilt and telescoping of the steering wheel.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	The gear shifting is a little awkward, getting into D or R, but all others is great
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I have the 8 speed and get 25 miles per gallon driving 25 miles one way to work everyday at an average of 40 mph
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Very smooth ride. Reaction and handling is good.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	Feel very good about my car and would definitely buy a chrysler product again

What Can We Do Better?>	
Feedback/Concerns:	Love the vehicle as it makes good on its promise of style and performance
What has Chrysler done right?	Body styling and interior room and functionality

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Continuous Quality Insight	
Continuous Quality Insight	No Concerns.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG3CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	06/19/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6152210860
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K166288001
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	269301583	Report Version	1	Open Date	07/12/2014
Close Date	07/12/2014	Narrative Date	08/28/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Detail on Low Rated Items

You rated integration with phones Low. Use this space to provide any specific comments you would like to share.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.

You rated steering and handling (responsiveness, stability) Low. Use this space to provide any specific comments you would like to share.

Do not have this in the car and it should be in every car for safety reasons , period.

I love to drive , which means I over drive the car . I like to feel the road all the time . my body feels the car and every wiggle , shake . this car is missing the feel that I am use to . maybe I will get over it and let the car do it's thing.

Do not have and do not need it . If you do not know where are going ? why are you going there ??? get a map and read .

That 8 speed shifter suck's and I am being nice . Every thing else is just great , easy to use.

The high speed stability is a issue I hope to resolve with some wider tire's in the near future.

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.

You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.

You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.

You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.

You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.

You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.

You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.

You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.

You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.

You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.

I really love the car over all . Great job . There is room for improvement in the area's I have mentioned . I only want to help with making the product better for everyone . I think many cars got traded in because that 8 speed shifter is hard to master , make me want to buy a stick shift / manual trans.

For the very basic seat package in this car I will never complain . Good job. My 2008 was a sxt and I hate leather seats . I will stay with this seat package any day . Wish this car had the adjustable seat like the sxt.

Getting in and out of the front is like no other car I've been in , wow lot's of room . doors swing wide , wonderful.

Great room all around . just a little tight getting in and out of the back seat for someone my size .

I like how hey work . apply steady foot pressure and they grab more and more as they heat up , do not need to apply more pressure .

Love the dual control's , great idea .

The head lights are great in the base package , if I could get the aim better on the right side .

Way better than previous model's . keep up the great work. lay out and looks are right on target.

The car looks fast sitting in a parking lot . Many people I meet just love the car and tell me about it . The over all package works .

The rear was a car all by itself , love it and so did many other people un il you put it on the Dart.

The side scallops on he door break up what would be a very flat boring side profile . My 2008 Charger was to flat and boring.

This little engine is great , with the 8 speed trans . wow what a great combination. You nailed it .

I love my car , style , color and the additions I have made to make her mine .

Love the hood and front fascia that make the Charger what it is , aggressive styling , a car that stands alone . We all agree some updating is needed but not look like another car . (Dart)

Quit , is there more ?? Love it .

Very good visibility , if you can see them you are safe .

33 mpg , 80 mph avg , 4 adults , trunk full , Denver to Salt lake city no problem on 1 tank of gas with room to spare . And back on 1 tank . need I say more ?

Detail on High Rated Items You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share. You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share. You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share. You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.		Great cargo space . Wish there was room for a FULL SIZE SPARE TIRE . Why you ask ? live where it is 40 to 50 miles to the next town and then maybe they have a tire ??? I bleed Dodge red and wear Mopar blue . I have owned a 1969 Charger rt/se , 1974 Charger se , 2008 sxt and now my 2012 se . I can not list all the mopars I have owned here in his space. I love it , right place , space and loca ion . It works , don't fix it . Steering wheel adjustability is as good as anyone needs , good job . anything more is just something else to break.
Vehicle Exterior>Exterior Appearance/Paint:>Paint is uneven: has sags, runs, overspray, thin spots, etc.>		
Additional Comments: Approximate mileage when trouble was first noticed was: To the best of your recollection, the trouble was first noticed: Please indicate the location of the paint issue (check all that apply):		I would like to see better quality control in the paint finish to get ride of the orange peel look and the wavy spots on the door panel's look's like poor quality control. 0 - 1499 miles. At delivery. The paint has perfect orange peel all over the car . The door panel's all have wavy spot under the window trim .
Overview		
Which feature or section of the Printed User Guide did you find least helpful and why? Which feature or section of the Owner's Information DVD did you find most helpful and why? Which feature or section of the Printed User Guide did you find most helpful and why? Which feature or section of the Owner's Information DVD did you find least helpful and why? Please rate your overall level of satisfaction with the Printed User Guide DVD format is easy to understand and use Information on the DVD is easy to find and access What have you used to view your DVD? (check all that apply) Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Printed User Guide format is easy to understand and use Did you review the Printed User Guide? Did you review the Owner's Information DVD? Please explain further about your choice to recommend your vehicle: Please provide feedback on how Chrysler can improve the DVD Was there information needed that was not included in the User Guide? Please provide feedback on how Chrysler can improve the Printed User Guide Was there information needed that was not included in the DVD? Information in the Printed User Guide is easy to find and access Which automotive publications do you subscribe to? (check all that apply) Would you recommend this vehicle to family or friends? If our team has any additional questions about your responses, would you accept further contact? Printed User Guide covers the necessary features Please rate your overall level of satisfaction with the DVD Have you taken the vehicle to a dealer to have your trouble corrected? Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Overall, how satisfied are you with the quality of your new vehicle?		n/a explaining that dumb 8 speed shifter . A shifter like the Hemi 5 speed would have been a better idea with the 8 speed transmission. n/a n/a 4 (satisfied). 5 (strongly agree). 5 (strongly agree). Computer/laptop. Home DVD Player. Yes. 5 (strongly agree). Yes. Yes. I really like this 2012 Charger better than my 2008 Charger . Better quality all around and in every way , everywhere . It is very good . need to get rid of that 8 speed shifter . took me 8 month's to get used to it . no . very good . You can not explain hat 8 speed shifter enough. 5 (strongly agree). Mopar Action , Mopar Muscle , Mopar Max , Allpar . Do not like those other mag's . Yes. Yes, by phone or e-mail. 5 (strongly agree). 5 (very satisfied). No. No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). Satisfied.
Rear Cargo Shelf/Cargo Cover is difficult to use		
Additional Comments: Please describe conditions when this trouble occurs: Approximate mileage when trouble was first noticed was: Please indicate why the rear cargo shelf/cargo cover is difficult to use (check all that apply):		A parts person and myself looked at a 2014 model Charger and the same panel was hanging down when we looked at it but here was a magnet in the panel to hold it up . I thought that was he part I was getting to fix my issue , but no I got a cheap Christmas tree pin and a hole drilled . When trying to load or unload cargo with the back seat folded down. 0 - 1499 miles. Below the rear window under the package shelf , behind the rear seat . The upper panel was not secured from the factory and was always hanging down . The dealership and I played with this loose panel for almost a year un il a T.S.B. came

Rear Cargo Shelf/Cargo Cover is difficult to use	
How often does this trouble occur?	out on my last visit to the dealership for an oil change . They repaired it as per the T.S.B. and that repair seemed cheesy at best . Really ??
To the best of your recollection, the trouble was first noticed:	Trouble occurs regularly. Within the 1st month after delivery.
What Can We Do Better?>	
Feedback/Concerns:	Always room for improvement . I do not like the part shelf styling of the 2015 Charger or is that a Chart or Darter . You have taken away the style that was the Charger and everything it had going for it . I do not think I will be buying a Charger ever again after that . I will keep my 2012 or trade it in for a truck .
What has Chrysler done right?	Thank you for the Chally and coming out with the Hell cat package . I will never be able to afford one . Way , way out of my price range . Thank you all for the wonderful car's and truck's . Keep up the good work and fix the Charger if you want to sell many of them .
Steering, Handling, and Ride>Steering and Handling>Steering system/wheel has too much play, feels loose>	
Additional Comments:	Maybe the type of shock that it used on this suspension . Or that he front end has no weight on it (3.6 L) .
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	Take a ride with me and I will prove it .
Trouble occurs while traveling in these road conditions (check all that apply):	At highway speed's . On the same road I travel to and from work and in the same spots I get this shutter / shaking in the suspension . It feels like the shocks can not handle the road surface . I can change speed up or down and the shaking will go away much faster .
Trouble occurs while traveling at these speeds (check all that apply):	Steering feels very light at high speeds and acts like it is unstable / unsure of itself . I put on a wider wheel and that did help a lot . When these tires wear out I'm going to try a wider tire to give it more stability at 90 mph.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>	
Additional Comments:	The idle issue started at about 22,000 miles and seems to be getting worst .
What best describes the engine idle trouble? (check all that apply):	The engine is starting to idle rough when cold / first started . Is less noticeable when full operating temp . I can see the tachometer moving 200 to 300 rpm when at operating temp and is a little rough.
Please describe conditions when this trouble occurs:	See above.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Engine idle trouble occurs after vehicle is started at:	Temp. does not matter.
How often does this trouble occur?	Trouble occurs regularly.
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Engine idle trouble occurs (check all that apply):	When first started and warming up the idle seems erratic some time's but not all the time . When I drive slow during more of the warm up cycle the engine rpm goes really nuts. outside temp does not change the issue and I keep her in the garage when home.
Steering, Handling, and Ride>Steering and Handling>Steering wheel vibrates excessively while driving>	
Additional Comments:	The shaking does go away when I change speed , either faster or slower . I think it has a lot to do with the road .
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Vibration is:	Moderate.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Steering wheel vibration trouble occurs during these speeds (check all that apply):	See previous comment . I do have the tire's rotated every 4,000 miles and have the balance checked every 8,000 mile's .
Please describe conditions when this trouble occurs:	Shaking in the front end / steering wheel . This could be the wonderful horseshoe path / roads we have around here .
Vehicle Exterior>Lights>Headlights aimed incorrectly>	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate which headlight is not aimed properly (check all that apply):	The dealership fixed this issue the best they could . There is only up and down adjustment's . No side to side adjustment . There needs to be a side to side adjustment for proper alignment . The car was delivered this way and they did the best they could . So I live with it . I noticed the issue the first time I drove the car at night .
Additional Comments:	There should be a side to side adjustment on the headlight's for proper light aiming . The factory is not perfect .

Vehicle Satisfaction Ratings	
Steering and handling (responsiveness, stability)	1.
Appearance of exterior paint	2.
Ease of using system displays while driving	3.
Overall audio, entertainment, and navigation system impression	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Engine exhaust sound	2.
Clarity of sound	3.
Support for popular music/video formats	3.
Engine sound	3.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Vehicle storage and space usage	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Engine is great , wish it had a little more power . The mopar C.A.I. helped performance and milage . The cat back exhaust helped performance and milage .
Navigation system route accuracy	1.
Integration with media players	3.
Wheels, rims, and tires appearance and styling	4.
How was your purchasing experience (the dealer/dealership)?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Is there anything about your new vehicle you would like to see changed?	Better paint = more chip resistant and do away the orange peel look . The 8 speed shifter .
Integration with phones	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.

About You	
Primary vehicle in your household:	2012. Charger. Dodge. Primary Household Vehicle: Purchased New.
Ability to test drive	4.
Price	5.
Vehicle fuel economy	5.
Please indicate your ethnicity	██████ n.
Primary vehicle you were considering:	Charger. Primary Considered Vehicle: New. Dodge. 2012. Dodge.
Secondary vehicle in your household:	██████
Please indicate your occupation status.	██████
Which, if any, influenced your purchase decision? (check all that apply):	Manufacturer?s website. Previous experience with the vehicle/brand. Dealership information. Vehicle test drive. Automotive magazines. On-Line blogs or forums.

About You

Did you purchase or lease your vehicle?

When considering this vehicle

Please indicate your occupation.

Which of the following best describes the area you live in?

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

How many children 17 or under live in your household?

Please indicate your highest education level

Please tell us about the vehicle you replaced (if applicable)

What is your average miles per gallon (MPG) with your vehicle?

Vehicle availability

Dealership treatment

Trade-in allowance

Vehicle quality

Vehicle styling

What is your primary language?

What is your total household income (before taxes)?

Convenience of dealership location

Please indicate the primary driver's age.

What is your current marital status?

Is this your first new vehicle ever purchased / leased?

Financing options

Vehicle performance

Purchase.

Research online.

Test drive the vehicle.

Visit the dealership.

Skilled Trade.

Suburban.

n/a

2 year college degree.

2008.

Replaced Vehicle: Purchased Used.

Charger.

Dodge.

31-33 mpg.

4.

4.

5.

5.

5.

\$40,000 - \$59,999.

4.

Yes.

5.

5.

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>

Engine trouble occurs (check all that apply):

Erratic idle when sitting at a stop light . The tachometer has dropped to 300 rpm the pick back up to about 500 rpm .

How often does this trouble occur?

Trouble occurs regularly.

Please describe conditions when this trouble occurs:

Wea her condi tions have not been a factor , any time , any weather.

Approximate mileage when trouble was first noticed was:

8000 miles or above.

What type of fuel do you most often put into your vehicle?

Plus gasoline.

To the best of your recollection, the trouble was first noticed:

More than 3 mon hs after delivery.

Engine trouble occurs after vehicle is started at:

When fully warmed up , sitting at a stop light , the engine will sometimes stumble and have a erratic idle.

What best describes the engine drivability trouble? (check all that apply):

Full opera ing temp . in gear sitting at a stop light , the engine will surge sometimes . my 2008 3.5 did almost the same thing , the dealership called it engine flaring ??? and reflashed the E.C.M. per a T.S.B.

Welcome>

Please tell us how many miles are currently on your vehicle:

More than 10,000.

Are you the primary driver of this vehicle?

Yes.

Vehicle Exterior>Lights>

Lights

Headlights aimed incorrectly.

Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint:

Paint is uneven: has sags, runs, overspray, thin spots, etc..

Steering, Handling, and Ride>Steering and Handling>

Steering and Handling

Steering system/wheel has too much play, feels loose.

Steering wheel vibrates excessively while driving.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Styling and price , horse power options , suspension package's . and why is there 15 Charger models ???

Continuous Quality Insight

Continuous Quality Insight	
Continuous Quality Insight	Engine. Interior Trim/Storage/Windows. Steering, Handling, and Ride. Vehicle Exterior.
Engine>Engine Idling (rough, too low/high)>	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
Interior Trim/Storage/Windows>Operation and Functionality>	
Operation and Functionality	Rear Cargo Shelf/Cargo Cover is difficult to use.
Engine>Engine Driveability (stumbles/hesitates/surges)>	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Vehicle Lookup	

Customer Complaint Report

VIN	2C3CCAAG4DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	06/01/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6145320158
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K151361157
Color	PX8	GLOSS BLACK					

Report Number		System Key	266952748	Report Version	2	Open Date	07/22/2014
Close Date	08/02/2014	Narrative Date	08/05/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Continuous Quality Insight

Continuous Quality Insight Entertainment/Navigation System/Connectivity.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

Hands-Free Phone / Bluetooth Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Welcome>

Please tell us how many miles are currently on your vehicle: More than 10,000.
Are you the primary driver of this vehicle? Yes.

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

Please describe when this trouble occurs: No special considerations. Car can be closed or windows open with A/C on or off.
As above it confuses sound alike names like Kim and Jim
How often does this trouble occur? Trouble occurs regularly.
Additional Comments: HVAC depends on time of year. In summer it is aimed up and in winter it is aimed down as heat raises.
Please indicate which words, if any, are constantly misrecognized: Individual names, i.e., say "call Kim" and it starts to dial Jim.
Do you usually set HVAC vent direction toward ceiling? No.
What button did you use? Phone button on steering wheel

Overview

Would you recommend this vehicle to family or friends? Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Yes.
If our team has any additional questions about your responses, would you accept further contact? Yes, by e-mail only.
Where did you take your vehicle to have your trouble checked out? (check all that apply) Dealer closest to my home.
Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.
Have you taken the vehicle to a dealer to have your trouble corrected? Yes.
Was the trouble resolved to your satisfaction? Yes.

Entertainment/Navigation System/Connectivity>

Please choose your cell phone carrier Verizon Wireless.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG9EH2	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	05/05/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6107411020
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K107463373
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	265790925	Report Version	3	Open Date	07/23/2014
Close Date	07/23/2014	Narrative Date	07/28/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Detail on High Rated Items

You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.

You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.

You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.

You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.

You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.

You rated integration with phones High. Use this space to provide any specific comments you would like to share.

You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.

You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.

You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.

You rated ride quality High. Use this space to provide any specific comments you would like to share.

You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.

You rated engine sound High. Use this space to provide any specific comments you would like to share.

You rated the value of your new car High. Use this space to provide any specific comments you would like to share.

The exhaust system has a very low, muted, dull roar to it. It is quiet, yet you know it is ready to perform in an instant.

The interior has much more than adequate head/leg/foot room. If the 300C is produced in Front Wheel Drive the rear seat will be much more comfortable for the passenger in the middle of the rear seat with the removed drive shaft hump.

This 300C goes exactly where you want it to go-INSTANTLY. It holds true to course on the interstate and on local roads.

I think that has all been said in the above comments.

While the shifting selector takes a little getting used to, it is amazing once you get comfortable with it. All other controls are engineered for ease of use and response.

Actually, the dealer with whom we have done business for years, was truly the driving force in helping us to make our decision. We were about to leave Chrysler and go to Lexus. This departure was driven by a series of "CHECK ENGINE" light indicators. The frequency, time consumed and cost of repairs was extremely difficult to accept when we started our new car search. Our dealer was the only source of comfort and satisfaction. The numerous very critical reports of Chrysler quality/reliability seemed to be focused on the numerous ownership changes resulting in the development of a "poor quality culture" at Chrysler as owner after owner sucked out money from the company. Then came the challenge of Mr. Marchionne's effort to buy out Chrysler. We waited until January 2014 to see if he would become the owner of Chrysler. We felt he would be good for Chrysler. Once we settled on the 2014 300C, with Mr. [REDACTED] as the new owner of Chrysler, we felt he would resolve the "poor quality" and "poor reliability" environment issues. We now believe he is doing that. That enhances the values of the 2014 300C and affirms the quality of our purchase decision with Mansfield Jeep Chrysler.

Again, the profile of this vehicle seems to command attention.

Connection of the cell phone was amazingly easy.

It is so quiet while driving the 300C, you can hear the blood running through your veins.

The interior illumination is wonderful. The dashboard lighting is spectacular-in both day and night driving. The curb lights on the doors is very helpful-especially for those with night vision issues.

The trunk space is massive. The Trunk Cargo Net will improve with some re-design.

This 300C AWD rides as steady as an arrow in flight. It is quiet. The car seems to grab the road surface. Perhaps the ride could be slightly softer. The ride is firm, exceptionally stable. A slightly softer ride would be appreciated.

This engine is very responsive-especially when one is using a ramp onto the interstate and merging with existing traffic. The engine sounds smooth and does not sound strained. The ECO message on the Information Center enables the drive to save energy and money.

This is a very quiet engine. It belies the speed at which one is traveling.

We have compared the 2014 300C with the ACURA TL 3.7 AWD (requires premium gasoline), LEXUS 350SE and the Cadillac CTS PREMIUM 3.7 AWD. Chrysler 300C AWD, with Light Group and SafetyTec excels in every way and is exceptionally lower in cost-except of the Lexus 350SE-a front wheel drive vehicle. The Chrysler poor warranty AND poor reliability history nearly drove us to the LEXUS-UNTIL WE LEARNED THAT LEXUS IS A TOYOTA PRODUCT. We did not need to buy a car that has a history of "run away acceleration." Thus, by default, we went back to Chrysler-who we almost left after dealing with Chrysler since 1964.

Detail on High Rated Items

You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.

You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.

You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.

You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.

You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.

You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.

You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.

You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.

You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.

You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.

You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.

You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.

You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.

You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.

You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.

You rated clarity of sound High. Use this space to provide any specific comments you would like to share.

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.

You rated integration with media players High. Use this space to provide any specific comments you would like to share.

Amazingly easy to use. Great sound for music. A High Definition Radio feature in addition to the existing features would be nice. Provide Blu-Ray video disc capability in addition to DVD capability.

From the front, this vehicle has a very imposing appearance/view. It seems to command attention.

The 300C is the easiest seating ever designed for entry and exit.

The ability to control the climate is both easy and practical. The command icons on the screen are immediately recognized and easy to use. Temperature settings for interior comfort are easy to use. The outside temperature is excellent information to use to set interior comfort. We have yet to use the Remote Start System with Interior Comfort Settings.

The design of the wheels is perfectly matched to this vehicle.

The interior is exceptionally beautiful in color, texture and design. The seats are wonderfully comfortable-especially with the multiple power adjustments and power lumbar settings.

The Ivory Tri-Coat Pearl exterior finish is most pleasant to the eye. We have noticed that the paint has a slightly different hue to it as the angle of the view is slightly changed.

The night road is brilliantly illuminated. The turn headlamps are an amazing safety feature for rounding corners.

The power seat adjustments are very easy to use and are most responsive.

The power seat adjustments make it impossible to have any difficulty seeing all around you as you drive. The rear vision is amazingly enhanced with the use of the Back Up cameras and images on the 8.4N Uconnect screen.

The power/telescoping steering wheel is easy to use, quiet and beautiful. The memory power settings for 2 drives to set: steering wheel, mirrors and foot pedals is terrific.

The rear view is clean-cut and has the look of class.

The screen is large, clearly readable and the icons are instantly identified for use.

This 300C seems to be extraordinarily durable and of exceptional quality. Time will tell. We had real concerns about Chrysler RELIABILITY based on numerous articles advising extreme caution about buying Chrysler products. Indeed, I had my own issues with ENGINE LIGHT problems on my Chrysler. This 2014 300C seems to have put our concerns aside-up to this point in time. We spent an extra \$2,700 for the MOPAR LIFETIME SERVICE CONTRACT. There is no joy in making such a purchase. We hope we never have to use this contract. Indeed, we expect Mr. Marchionne to eliminate poor quality from the Chrysler environment and to establish extraordinary reliability to Chrysler products.

This is the smoothest transmission that I have ever driven. There is virtually no "bumping" as the gears change.

We have used radio wave signals, homemade CDs and commercial CDs. The sound is fantastic. DVDs play very easily and clearly. You might add Blu-Ray disc capability.

It takes a little getting used to the brakes, which are incredibly responsive with just a touch of the toe. Incredible response is exactly what one wants from an automobile braking system.

Large icon commands, ease of data/location entry and extraordinarily easy to see map and listen to very pleasantly voiced directional commands is superior.

Mansfield Jeep Chrysler is most accommodating for all automobile needs: service, sales and counseling. Open, seamless, honest, forthright, consultative sales guidance is the standard at Mansfield Jeep Chrysler. Add friendship to the mix and one becomes a customer for life.

My wife is the primary drive/user of this car. I have driven a few times. Everyone who sees this car loves it. We cannot figure out what the attraction is. We do a small "show and tell" demo and then tell them of our research and urge them to go to Mansfield Jeep Chrysler. Even our Pastor, Father Steve Madden, St. Mary's Foxborough, MA, buys his cars there. This car makes my wife feel good. When my wife feels good, I feel very, very good. It took us more than a year to decide on the 2014 300C. Thanks to Kevin Barnes patience, we think we made the right choice.

The sound of music over the Sirius system, via professional CDs and/or homemade CDs is superb.

This car gets a lot of attention as it is driven and/or parked. We have yet to understand this.

This is an ALL WHEEL DRIVE vehicle. We are getting more than 20mpg in local driving-even with the air conditioner operating. Plus, we are able to use REGULAR gasoline.

We did not do this. Our son did this and said it was exceptionally easy to use.

About You	
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Please tell us about the vehicle you replaced (if applicable)	2003. Chrysler. Replaced Vehicle: Purchased New. Sebring.
What year were you born?	██████
How many children 17 or under live in your household?	0.
Primary vehicle in your household:	2004. Concorde. Primary Household Vehicle: Purchased New. Chrysler.
Which, if any, influenced your purchase decision? (check all that apply):	Automotive magazines. Dealership information. J D Power reports. NHTSA or IIHS safety ratings. Kelley Blue Book. Consumer Reports ratings. Edmunds. Manufacturer's website.
Secondary vehicle you were considering:	Acura. Secondary Considered Vehicle: New. TL. 2014.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Lexus is made by Toyota. Toyota has a history of "run away acceleration" vehicle fatal crashes.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased New. Chrysler. Sebring.
What price did you pay for your vehicle?	2003. \$37, 453 VEHICLE ONLY
Primary vehicle you were considering:	2014. ES 350. Primary Considered Vehicle: New. Lexus.
Please indicate your ethnicity	██████n.
Please indicate your gender	██████
What is your current marital status?	██████
Please indicate your highest education level	4 year college degree.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	No.
Vehicle Satisfaction Ratings	
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
What are your favorite parts of your new vehicle?	This vehicle is amazing in far too many ways to single out one feature. I do love the 8.4N Uconnect system. The safety features are extraordinary. The comfort is exceptional. The interior quiet while driving is thoroughly comfor ing. The steering wheel is a work of art.
Clarity of sound	5.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Transmission gear change performance (smoothness)	5.

Vehicle Satisfaction Ratings	
Fuel economy and driving range	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Engine sound	5.
Brake responsiveness/effort	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Offer the 300C in FRONT WHEEL DRIVE; DUMP THE REAR WHEEL DRIVE; KEEP THE ALL WHEEL DRIVE. Add FRONT AND REAR SIDE RUNNING LIGHTS FOR SAFETY. INTEGRATE THE FORWARD COLLISION WARNING SYSTEM WITH THE BRAKE SYSTEM. PROVIDE A LONGER TERM WARRANTY; PROVIDE A LONGER MILEAGE WARRANTY. PROVIDE AND OWNER'S MANUAL WITH THE CAR. CONSIDER A SLIGHTLY SOFTER RIDE-BUT KEEP THE STABILITY OF THE RIDE. PROVIDE A HIGH DEFINITION RADIO IN ADDITION TO THE OTHER FEATURES OF THE 8.4N UCONNECT SYSTEM. Redesign cargo net

What Can We Do Better?>	
What has Chrysler done right?	1. [REDACTED] and our dealer, Mansfield Jeep Chrysler, Mansfield, MA. 2. Seems to have really focused on quality of everything: safety, fuel efficiency, workmanship, materials, design, human factors engineering, comfort, price banding is very good. 4. The Chrysler website shopping tools are vastly superior to other manufacturer shopping tool systems. 5. We were only a nano-second away from buying a Lexus. We had a very difficult time convincing ourselves to leave Chrysler. In the end, we re-reviewed a very detailed comparison via the Chrysler Shopping Tools, as well as a very exhaustive analysis of VEHICLE RELIABILITY. We took a giant leap of faith and cast our fate with Mansfield Jeep Chrysler and the 2014 Chrysler 300C All Wheel Drive with 3.6 Engine, 8-speed transmission, Light Group, SafetyTec Package in Exterior Ivory Tri-Coat Pearl with Dark Beige/Light Beige LEATHER Interior. At this point in time it appears to have been an excellent choice. Time will tell about the RELIABILITY. We bought the MOPAR LIFETIME SERVICE CONTRACT because of our RELIABILITY CONCERNS. We hope we never have to use it. As we watch the mind numbing automobile recalls so far in 2014, we are somewhat comforted by the exceedingly small number of recalls that involve Chrysler. We did learn today of the 700,000+ Jeeps that are recalled due to ignition switch potentially deadly failures. We pray our Chryslers (3) have no such failures.
Feedback/Concerns:	1. Make a 300C in FRONT WHEEL DRIVE. 2. Enhance the 300C WARRANTY-more years and more miles of coverage. 3. Install FRONT AND REAR SIDE RUNNING LIGHTS FOR SAFETY. 4. Integrate the FORWARD COLLISION WARNING SYSTEM WITH THE BRAKING SYSTEM. 5. SOFTEN THE 300C SLIGHTLY. 6. Provide an OWNER'S MANUAL with the car. 7. Provide docking/charging stations for iPhone/iPad/iPod. 8. Consider new radio with High Definition capability. 9. Re-design the TRUCK CARGO NET SYSTEM. 10. Provide a little more EXTERIOR AND INTERIOR COLOR CHOICES. 11. Consider including the Light Group and SafetyTec Package in the base pricing. 12. Consider adding LANE DRIFT WARNING SYSTEM (might need special highway sensors to do this effectively). 13. Consider dumping the HOT/COLD cup holder and just retain the standard cup holders.

Other>	
Please describe the other trouble you experienced:	NO TROUBLES WHATSOEVER. I just have a few ideas that I believe will make the 2014 300C a totally spectacular car.

Overview	
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Overview	
Please explain further about your choice to recommend your vehicle:	<p>The 2014 300C is a spectacular vehicle in every way-safety, ease of use, fuel efficiency, comfort, appearance and especially in the ease of use of the on-board technology (and that is coming form a 72 year old fart who just stopped using smoke signals. I would urge Chrysler to consider providing the 300C as a FRONT WHEEL DRIVE vehicle-this would improve fuel efficiency and enable a extra adult seat in the back of our ALL WHEEL DRIVE car. NOBODY WANTS A REAR WHEEL DRIVE CAR. I would also urge CHRYSLER to provide a significantly better warranty in both miles covered and term of years covered. Chrysler, I believe, invented the long term warranty-now everyone has a warranty that is superior to Chrysler's. I would urge Chrysler to consider FRONT AND REAR SIDE RUNNING LIGHTS as added safety features so he 300C is significantly more visible to on-coming traffic when the 300C is at intersections and/or exi ing parking spaces. Everyone is in too much of a hurry-visibility is important. Chrysler ought to consider integrating the FORWARD COLLISION SYSTEM WITH THE BRAKE SYSTEM TO APPLY BRAKES IF THE VEHICLE IN FRONT SUDDENLY STOPS. Chrysler might consider LAND DRIFT WARNING if the National Highway System gets funding to install lane marker sensors. The 2014 300C ride is terrific-if somewhat stiff. Perhaps a slightly softer ride would make us old farts happier. The ride is exceedingly stable, and that is good. Provide an Owner's Manual-or offer it at purchase of the vehicle for additional cost if the buyer wants it. Chrysler might consider providing DOCKING/RE-CHARGE STATION for iPhone/iPad/iPod. The RADIO is superb. It could be better if Chrysler provided HIGH DEFINITION RADIO along with the 8.4N stuff-which is all excellent and unbelievably easy to use-even for dummies like me. Chrysler might really consider offering more color selections-especially for the John Varvatos models. I must confess, my analysis of the JV models provided me no driving reason to buy one-the</p>
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please provide feedback on how Chrysler can improve the Smartphone Application	<p>I have not used this Smartphone feature, our son has. He advises that it is terrific. We do not yet have a "Smartphone." We are now investigating a "Smartphone" purchase. The major objection is the amount of spying that is being done by the U.S. Government on all aspects of our U.S. citizens lives-in addition to the uncontrolled spying being done by the U.S. on all other countries and people. If he Smartphone makers will establish encrypted devices we will likely make the "Smartphone" purchase. While we do have a cellphone, we love the Bluetooth, hands-free operations. We are aware of the sensors that Chrysler has built into the 300C that enables spying of the Chrysler 300C operators.</p>
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

This is 2014 300C All Wheel Drive vehicle, with Light Group and SafetyTec Package is an exceptional automobile. The color coordination, exterior paint, interior finish, total fit, advanced safety features, amazing comfort, fantastic interior, quiet while driving, digital features that are unbelievably easy to use and understand, responsiveness, REGULAR GASOLINE, fuel efficiency and exceptional styling and human factors engineering (ergonomics) provides a car with incomparable value. I would desire a FRONT WHEEL DRIVE MODEL (RETAIN THE ALL WHEEL DRIVE-BUT DUMP THE REAR WHEEL DRIVE MODEL). INTEGRATE THE FORWARD COLLISION WARNING SYSTEM WITH THE BRAKING SYSTEM.,ADD SOME FRONT AND REAR EXTERIOR SIDE RUNNING LIGHTS FOR NIGHT SAFETY. INCREASE THE WARRANTY IN TIME AND MILES. SOFTEN THE RIDE SLIGHTLY-BUT KEEP THE STABILITY. PERHAPS YOU COULD ADD HIGH DEFINITION RADIO AND BLU-RAY DISC CAPABILITY. THE TRUNK CARGO NET OUGHT TO BE RE-DESIGNED. YOU CAN ALSO DUMP THE HOT/COLD A/C AND HEATED DRINK CUP HOLDERS. REGULAR HOT/COLD CUP HOLDERS ARE FINE. IT WOULD BE NICE TO HAVE RE-CHARGE & DOCKING STATIONS FOR iPHONE/iPAD/iPOD.

Continuous Quality Insight

Continuous Quality Insight	Vehicle Exterior.
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Vehicle Exterior.

Other.

Steering, Handling, and Ride.

[Contact Me>](#)

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG4E	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	05/26/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6129420193
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K130461516
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	265942031	Report Version	2	Open Date	07/24/2014
Close Date	07/24/2014	Narrative Date	07/28/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Gear shifter
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Ease of using system displays while driving	4.
How do you feel about the durability of your new vehicle?	4.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	Size, ride, power, mileage.
Clarity of sound	4.
Integration with media players	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Safety and visibility while driving	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.

Other>

To the best of your recollection, the trouble was first noticed:	At delivery.
Please describe the other trouble you experienced:	Shifter stinks. Can't tell what gear you are in. Park, reverse, drive?
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	Each time you change gears.
How often does this trouble occur?	Trouble occurs regularly.

Continuous Quality Insight

Continuous Quality Insight	
Continuous Quality Insight	Other. Brake System.

About You	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	33,000
Please tell us about the vehicle you replaced (if applicable)	Jeep.
Which, if any, influenced your purchase decision? (check all that apply):	Manufacturer?s website. On-Line blogs or forums.
Is this your first new vehicle ever purchased / leased?	No.
What is your primary language?	English.
Please indicate your ethnicity	Irish
Which of the following best describes the area you live in?	Suburban.

Detail on High Rated Items	
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Just looks great.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Like the exterior. Not a fan of the huge spoiler because it partially blocks my view.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Beats system. Good clear sound. Could use a little more power. Overall, very good.
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	Connected to my iPod great. Voice command very nice.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Could use a little curb appeal, but quit engine is fine.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Excellent. 32 on highway trip.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Great for a six.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	None. Looks aggressive.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Very happy with car. Ride, looks, handling, power and gas mileage. Has it all.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Big comfortable seats.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Glad I did not get a sunroof. I had to special order the car so I could get the extra head room.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Huge spoiler is bit much. Everybody else likes it.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Hand brake/parking brake control is poorly located	
Why is the parking brake poorly located? (check all that apply):	Don't like to press down on brake to release it. Never have liked that in a car.

What Can We Do Better?>	
Feedback/Concerns:	Don't like the front end of the 2015 Charger - at all! It is terrible. What were you thinking? Glad I got the 2014. 2015 seems great except for the front end.
What has Chrysler done right?	Great car. Can't understand why I don't see more Chargers on the road.

Overview	
Please explain further about your choice to recommend your vehicle:	Great handling, power, ride, gas mileage.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Welcome>	
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Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake control is poorly located.

Vehicle Lookup

VIN	2C3CDXHG3E1	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	05/08/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6116410855	
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			Serial#	K116461108	
Color	PRR	HIGH OCTANE RED PEARL COAT					

Report Number		System Key	268921290	Report Version	4	Open Date	08/21/2014
Close Date	08/21/2014	Narrative Date	08/28/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State		MI	ZIP	48326 -275
Dealer Zone	ZZ					

About You

Please tell us about the vehicle you replaced (if applicable)	LaCrosse. 2012. Replaced Vehicle: Purchased New. Buick. LaCrosse. Primary Considered Vehicle: New. 2014. Buick.
Primary vehicle you were considering:	
Please indicate your gender	
What is your current marital status?	
Secondary vehicle you were considering:	Secondary Considered Vehicle: New. GMC. Canyon. 2014.
Please indicate your ethnicity	
Please indicate your occupation status.	
Ability to test drive	1.
Vehicle quality	1.
Vehicle fuel economy	1.
How many children 17 or under live in your household?	
Price	4.
What year were you born?	1.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Loved my Lacrosse rode smoother than any car I've owned; just decided that I wanted a change in styling.
Convenience of dealership location	1.
Vehicle styling	4.
Please indicate the primary driver's age.	
Is this your first new vehicle ever purchased / leased?	No.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New.
What price did you pay for your vehicle?	1750 under invoice; 4250 in rebates; 2.2% financing
Financing options	1.
Vehicle performance	1.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Which, if any, influenced your purchase decision? (check all that apply):	Automotive magazines. Kelley Blue Book. Manufacturer's website. Executive / Managerial. Small town, but drive to large cities bi-weekly English. Purchase. \$100,000 - \$124,999. 1. 1. 1.
Please indicate your occupation.	
Which of the following best describes the area you live in?	
What is your primary language?	
Did you purchase or lease your vehicle?	
What is your total household income (before taxes)?	
Vehicle availability	
Trade-in allowance	
Dealership treatment	
Please indicate your highest education level	4 year college degree.

Overview

Have you taken the vehicle to a dealer to have your trouble corrected? No.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver. Read articles on Yahoo and many websites.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	20" tires are a little harsh. Have read on internet that when people replaced factory firestones it rode smoother.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Did you review the Printed User Guide?	Yes.
Other>	
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	In general, would like the windshield wipers to go faster on the highest setting. Seems to be a problem with a lot of newer vehicles.
Please describe conditions when this trouble occurs:	Too much water on windshield
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Vehicle Satisfaction Ratings	
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Audio/Nav&Controls; Interior Comfort; Exterior Look
Interior comfort, design and appearance of interior (overall impression)	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Is there anything about your new vehicle you would like to see changed?	20" rims look great, but all 20s ride rougher; not much you can do about it.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Interior noise level while driving	4.
Transmission gear change performance (smoothness)	4.
Clarity of sound	5.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.

Vehicle Satisfaction Ratings	
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Ride quality	3.
Front view styling (front fascia, hood, grille, headlight area)	5.

Contact Me>	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Detail on High Rated Items	
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Like to ride far back
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Sport mode and paddle shifters.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Beats sound is great; Nav is clear and easy to use.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Cools car quicker than in my 2012 Lacrosse. Like knobs to go with touch screens, like having both.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Good base & treble
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Like the gold like pigments in the high octane red in bright sun, makes it look classy
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Love the controls on BACK of steering wheel; Love that still have knobs to go with touch screen.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	Wife loves ease of getting into this car, she says much easier than getting into my former 2012 Lacrosse
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	8 speed trans is great, very good mileage.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Beautiful
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Like the cup holders in doors as well as center
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	Like the throwback styling, but has all the modern technology and quietness of today's cars. Somehow you pulled off putting it all together, gotta have both, and you pulled it off!
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Made a mistake, often have trouble getting used to the shifter finding park, reverse to drive. but like ability of sport mode and paddle shifters.

What Can We Do Better?>	
Feedback/Concerns:	Most new cars are fine - Biggest concern is how the quality will hold up when I get to 30K 40K 50K 60K miles etc... If you really care, you should re-send this survey to me once a year...
What has Chrysler done right?	2014 exterior design is beautiful; wanted a Charger bought now because liked it a little better than 2015 design.

Welcome>	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	Other.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	04/30/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6105410619
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K112461121
Color	PX8	GLOSS BLACK					

Report Number		System Key	269142437	Report Version	4	Open Date	08/25/2014
Close Date	08/25/2014	Narrative Date	09/01/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

How many children 17 or under live in your household?	0.
Primary vehicle in your household:	F-150.
	Ford.
	2012.
Vehicle availability	3.
Price	4.
Ability to test drive	4.
Vehicle performance	5.
Vehicle fuel economy	5.
Please indicate your ethnicity	
When considering this vehicle	Interact with dealership by phone.
	Research online.
	Interact with dealership by email.
	Test drive the vehicle.
	Visit the dealership.
Please indicate your gender	
What is your current marital status?	
Which, if any, influenced your purchase decision? (check all that apply);	Previous experience with the vehicle/brand.
	Consumer Reports ratings.
	Manufacturer's website.
	Vehicle test drive.
Did you purchase or lease your vehicle?	Purchase.
Vehicle quality	5.
Vehicle styling	5.
Please indicate your occupation status.	
What is your primary language?	English.
What is your total household income (before taxes)?	\$60,000 - \$79,999.
Dealership treatment	4.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New.
	2006.
	300.
	Chrysler.
	Suburban.
Which of the following best describes the area you live in?	
Please indicate your occupation.	
Financing options	1.
Please indicate your highest education level	2 year college degree.
Convenience of dealership location	4.
Trade-in allowance	4.
Please indicate the primary driver's age.	

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Rear view styling (rear fascia, bumper)	5.
Interior noise level while driving	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Fuel economy and driving range	5.

Vehicle Satisfaction Ratings	
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Is there anything about your new vehicle you would like to see changed?	Gear change movement
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Support for popular music/video formats	4.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ride quality	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
Transmission gear change performance (smoothness)	3.
Ease of using system displays while driving	4.
What is your attitude overall towards the BRAND of your new car?	4.
Seat adjustment and comfort	3.
Clarity of sound	4.
Integration with media players	4.
What is your attitude overall towards your new car?	4.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Information in the Printed User Guide is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Printed User Guide format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). Difficult to get to correct position for drive, neutral or reverse from park. Difficult to get to correct position for drive, neutral or reverse from park. Neutral (N).
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Difficult to get to correct position for drive, neutral or reverse from park.
To the best of your recollection, the trouble was first noticed:	At delivery.

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain.
Welcome>	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG7CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	05/24/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6135210460
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K131269299
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	269186176	Report Version	4	Open Date	08/26/2014
Close Date	08/26/2014	Narrative Date	09/02/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on High Rated Items

You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated the value of your new car High. Use this space to provide any specific comments you would like to share.

You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.

You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.

You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.

You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.

You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.

You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.

You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.

You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.

You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

You rated integration with media players High. Use this space to provide any specific comments you would like to share.

You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.

You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.

You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.

You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.

You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.

At night when I open the door it gives me plenty of light to get in and out.

I am [REDACTED] and have a difficult back. One of the main reasons I bought this 300 was for the comfort of the seats. They support my back and are very adjustable. And the white stitching looks great.

When I was shopping for this car I first test drove Cadillacs, Lincolns, Volvos and Buicks. Chrysler by far gave me the best deal.

yes, see my answer above.

Chrysler really surprised me with all the new technology they put into this car. The new engine, the first American 8 speed transmission and the infotainment center with the huge screen. Very innovative and modern. They are looking to the future!

It very easy to maneuver. The steering is not too light or too hard.

The 300 grille is very impressive. It makes a statement immediately when you see it. The LED headlights are very modern and distinctive. I have the 300S model with the blacked out headlights and grille - very sporty!

The headlights work great. However I think they should make the HID light standard and not an option. The led's are very cool and Chrysler has done them better than anyone else including Audi. I love how they sparkle.

The integration of usb ports is great. Maybe put them some where easier to access then at the bottom of the console.

I have the 20" rims on my 300S, wow, those really look great. Some of the best looking wheels I have ever seen. And also one of the reasons I bought this model over the 300C

The styling of the sides and the roof make the car look very solid and strong. The flat roof is cool and sporty. It has kind of a "chopped" look to it. And I like the slight slope to the rear window which is also sporty but elegant. My neighbor has a brand new Ford Taurus and it looks very bland next to my 300. The only thing I would add to the side is a little bit more chrome towards the bottom. It looks a little plain.

The trunk space is great and I love the fold down seats . They have come in very handy.

There are many features that have exceeded my expectations, the smooth ride, the comfortable seats, the smooth transmission and the gas mileage. Maybe it's silly but I do feel more important driving this car. I love it.

This car has been a learning experience for me. I now can play my ipod, and a thumb drive as well as a CD. I have over 2000 songs to listen to as well as the radio!

This is a large car but very easy to maneuver and change lanes. The large rearview mirrors are perfect. The back up camera is a great addition.

This is a marvelous engine. Powerful when you need it, quiet and great gas mileage. I am so glad I didn't get the hemi.

This is one of the nicest cars I have ever owned. The whole experience is a joy every time I get in it. I look forward to driving it every day. It always makes me feel good. And I think it is an impressive car, which I like too.

Yes, this is a very quiet car. I don't have to play the stereo to drown out the engine.

you just set them and forget them. just push the colored arrows up or down. Couldn't be easier than that.

Because of my back it's very important for me to be able to get in and out of a car easily. The 300 is perfect. I like the upright seating position. I am able to just step out of the car.

Everything is within easy reach. The touch screen works great and the large size makes it easy to read and operate.

I have gotten as much as 37mpg on the highway! I was so surprised and delighted.

Detail on High Rated Items

You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.

You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.

You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.

I have the Deep Cherry Pearl and it just sparkles in the sunlight. It comes alive. A beautiful color.

I like how they have integrated the rear bumper into the overall styling of the car. It makes it look solid and not something that was just hung on the back. Great taillights, very distinctive. When you see them you know immediately it's a 300.

I like the exhaust because when I'm driving I don't hear it.

I love the look of his car. It is very impressive. It's a large car that looks very sophisticated and powerful. I feel more important when I drive it. I have gotten many compliments on it. I never really considered Chrysler 300 before, now I will stick with Chrysler for as long as they keep styling like this.

Entertainment/Navigation System/Connectivity>

Please tell us your cell phone model

HTC One

Please choose your cell phone carrier

Sprint Nextel.

Please choose your cell phone brand

HTC.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?

I love the front end styling. You can always tell when a Chrysler 300 is coming. It doesn't look like anything else. I also like the more squared off look of roof. So many cars now have a very sloped rear window, for example the Cadillac DTS. It is not distinctive. The Chrysler 300 is unique and handsome. I think it is a masculine car. It looks elegant and solid. I also love the engine and transmission, I get wonderful gas mileage. (just fix the shifter) The seats are very comfortable.

Navigation system route accuracy

3.

Head/leg/foot room

3.

Integration with media players

5.

Rear view styling (rear fascia, bumper)

5.

Ease of getting into and out of vehicle

5.

Interior noise level while driving

5.

Steering and handling (responsiveness, stability)

5.

How do you feel about the durability of your new vehicle?

5.

How do you feel about the VALUE of your new car? (i.e.

5.

How was your purchasing experience (the dealer/dealership)?

2.

Overall audio, entertainment, and navigation system impression

3.

Clarity of sound

4.

Front view styling (front fascia, hood, grille, headlight area)

5.

Wheels, rims, and tires appearance and styling

5.

Vehicle storage and space usage

5.

Operating controls while driving (gear selector, turn signals, horn, etc.)

5.

Location and usefulness of interior lighting

5.

Climate control operation (function and ease of use)

5.

What is your attitude overall towards your new car?

5.

Ease of using system displays while driving

4.

Exterior design and appearance (overall impression)

5.

Side/profile view styling (driver's side or passenger's side exterior area)

5.

Headlight illumination/performance during night-time driving

5.

Steering wheel adjustment

5.

Engine performance during acceleration

5.

Engine exhaust sound

5.

What is your attitude overall towards the BRAND of your new car?

5.

Is there anything about your new vehicle you would like to see changed?

Adjust the shifter as I have explained above. and fix the voice recognition. Don't change the styling it's beautiful !!

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

I was very disappointed with the poor quality of the fuel pump which made the car very unsettling to drive initially. Now it's a dream to drive. The whole voice activation needs to be improved. It has never worked very well for me so I hardly use it now.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from headliner>

Additional Comments:

I've been to two dealers and if I leave the car in the service area, it warms up and then they don't hear it. So I finally took on service guy on a ride with me in the early morning in December and he heard the rattle, but couldn't tell where it was coming from. So I left the car overnight and it was inside their service bay, so it warmed up and they could no longer hear the rattle. Very frustrating.

Please describe conditions when this trouble occurs:

It only occurs when it is cold out. I hear it in the winter, not in the summer.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from headliner>

Please describe in the box below where from the headliner the trouble with abnormal noises is located:

When it is cold out I get an annoying rattle sound. It is a metallic rattle coming from behind me. It is either somewhere in headliner/sunroof or the back seat. It only happens when it's cold out. The dealer has not been able to locate the noise. They can hear but don't know where it is. This has been happening since the day I bought the car over 1.5 years ago.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Overview

Please provide feedback on how Chrysler can improve the Printed User Guide

It is too basic. It needs to cover more specific details.

Information in the Smartphone Application is easy to find and access

3 (neither agree nor disagree).

DVD format is easy to understand and use

4 (agree).

Which automotive publications do you subscribe to? (check all that apply)

Auto Week.

Motor Trend.

Road and Track.

Automobile.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Please explain further about your choice to recommend your vehicle:

A brand new car shouldn't need a new oil pump. And it shouldn't rattle. I love the car but was disappointed in the quality for a brand new car.

Smartphone Application covers the necessary features

2 (disagree).

Please rate your overall level of satisfaction with the Printed User Guide

2 (dissatisfied).

Printed User Guide format is easy to understand and use

4 (agree).

Information in the Printed User Guide is easy to find and access

4 (agree).

Overall, how satisfied are you with the quality of your new vehicle?

Dissatisfied.

Where did you take your vehicle to have your trouble checked out? (check all that apply)

The second dealer's serve dept. was very helpful. They knew it has something to do with the oil sensor. They changed the sensor, wiring and finally replaced the oil pump. The new oil pump solved the problem. They were determined to fix the problem and they did. They also gave me a loaner car at no charge which was a very nice surprise.

They could not help me with any problems. When my check engine light would come on, they would say, it's alright to drive it that way. They couldn't find the problem so they would just clear the check engine code. It would come back on the next day. I went back to them for several months and then went to another dealer who fixed the problem.

Please rate your overall level of satisfaction with the Smartphone Application

2 (dissatisfied).

Please rate your overall level of satisfaction with the DVD

3 (neither satisfied nor dissatisfied).

Was the trouble resolved to your satisfaction?

Yes.

Did you review the Printed User Guide?

Yes.

Did you review the Owner's Information DVD?

Yes.

Engine>Electronic Engine Controls (Check Engine)>Check Engine light indicated trouble>

Please describe conditions when this trouble occurs:

When I accelerate.

To the best of your recollection, the trouble was first noticed:

At delivery.

How often does this trouble occur?

Trouble occurs regularly.

What type of fuel do you most often put into your vehicle?

Regular gasoline.

Describe the engine performance issue you experienced (check all that apply):

I would push down the gas pedal to accelerate and there was no hing. I could push the pedal all the way to floor and nothing would happen. And I would start to slow down. This was dangerous while trying to enter an expressway. When I took my foot off the gas pedal and then pressed down again, it would accelerate normally.

Was the "Check Engine" light your first indication there was trouble?

Yes.

Engine>Engine Stalling>Engine runs, then dies/stalls>

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Engine trouble occurs after vehicle is started at:

It didn't matter if it was hot or cold out.

How often does this trouble occur?

Trouble occurs regularly.

What type of fuel do you most often put into your vehicle?

Regular gasoline.

Please describe conditions when this trouble occurs:

It only occurred when I tried to accelerate. The dealer finally replaced the oil pump and now it runs fine. But it took two dealers 1.5 years to find the problem.

What best describes the engine stalling trouble? (check all that apply):

When I try to accelerate on to an expressway I step on the gas to speed up, the engine stalls, does not accelerate. I take my foot off the pedal and then press it again and it accelerates ok. Check engine light comes on. This happened from the day I bought the car. After 1.5 years they finally found the trouble was my oil pump. They replaced it and now it accelerates fine.

About You

Ability to test drive

1.

About You

Primary vehicle you were considering:

2012.

Cadillac.

Primary Considered Vehicle: New.

What is your average miles per gallon (MPG) with your vehicle?

23-24 mpg.

Dealership treatment

3.

Vehicle styling

3.

Price

4.

Vehicle fuel economy

4.

Secondary vehicle you were considering:

Buick.

Secondary Considered Vehicle: New.

LaCrosse.

Please indicate your ethnicity

[REDACTED]

Please tell us about the vehicle you replaced (if applicable)

Saab.

2007.

Replaced Vehicle: Purchased New.

Which, if any, influenced your purchase decision? (check all that apply):

Vehicle test drive.

Dealership information.

J D Power reports.

On-Line blogs or forums.

Visit the dealership.

Test drive the vehicle.

\$40,000 - \$59,999.

0.

3.

Primary Household Vehicle: Purchased New.

2012.

Chrysler.

Secondary Household Vehicle: Purchased Used.

Corvette.

\$31,500.00

What price did you pay for your vehicle?

What year were you born?

[REDACTED]

Convenience of dealership location

1.

Financing options

1.

Vehicle quality

2.

Trade-in allowance

4.

Please indicate your highest education level

4 year college degree.

Please indicate the primary driver's age.

[REDACTED]

Please indicate your gender

[REDACTED]

Please indicate your occupation.

[REDACTED]

What is your current marital status?

[REDACTED]

Welcome>

Please tell us how many miles are currently on your vehicle:

7,000-9,999.

Are you the primary driver of this vehicle?

Yes.

Continuous Quality Insight

Continuous Quality Insight

Entertainment/Navigation System/Connectivity.

Transmission and Drivetrain.

Engine.

Interior Trim/Storage/Windows.

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission

Gear selector is difficult to operate (auto. trans.).

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):

It is hard to find the reverse gear without looking down at the shifter. I usually end up in park, then back to drive, it's not easy to find reverse when not looking at the shifter.

Please describe conditions when this trouble occurs:

It happens every time I go into reverse. The shifter should have some kind of indent for each gear. Drive and park are easy because the both at the end and the shifter stops. But you have to be very gentle with the shifter to find the reverse gear. It always takes several attempts to find reverse and I have owned this car for over 1.5

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

	years.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.

Voice Activation / Recognition doesn't recognize command

How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When stating a name of a person to call, or when I say a name of a street the voice recognition doesn't understand me. I try to say it different ways, loud, soft, clearly and nothing works. I am [REDACTED] with no accent. I have to pull over and manually put in the information I want. I have given up using Voice Activation.
Do you usually set HVAC vent direction toward ceiling?	Yes.

Hands-Free Phone / Bluetooth system voice activation doesn't recognize command

What button did you use?	voice recognition button on the steering wheel.
Please indicate which words, if any, are constantly misrecognized:	Voice recognition doesn't understand what I'm saying even after I repeat it several times.
Please describe when this trouble occurs:	Voice recognition doesn't understand the name I am saying even after I repeat it several times. I have to pull over and use the manual controls.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.
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What Can We Do Better?>

What has Chrysler done right?	It's a beautiful car with a lot of advanced technology. It has a beautiful quiet smooth ride and I get great gas mileage for a 6 cylinder. I have gotten up to 37mpg on the highway.
Feedback/Concerns:	Quality control needs to be better before the car leaves the factory. Adjust the shifter on the automatic so it's easier to put it into reverse. Adjust the voice activation to better understand the user. I never have a problem with my hand held Garmin. The voice activation is flawless. I never have to repeat myself. The UConnect rarely understands me.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG6CH	Model Year	2012	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	12/15/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6337110996
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M270141291
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	270058228	Report Version	5	Open Date	08/26/2014
Close Date	09/06/2014	Narrative Date	09/12/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	The shifter does not shift smoothly. it is too easy to put it in the wrong
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	The gear shifter does not work well.
To the best of your recollection, the trouble was first noticed:	At delivery.

Overview

Was there information needed that was not included in the DVD?	yes
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Please provide feedback on how Chrysler can improve the DVD	include more information
Information in the Printed User Guide is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Printed User Guide format is easy to understand and use	4 (agree).
Was the trouble resolved to your satisfaction?	No.

Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located

Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):	Mode control (vent, heat, defrost, etc.).
	Temperature control.
	Automatic climate controls (if equipped).
	Outside air/inside air re-circulation switch.
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	Symbols/words/numbers on key fob are confusing/don't make sense.
	Operation of key fob is confusing/doesn't make sense.
	Controls require too much effort/force to operate.
Please indicate which of the following best describes your concern (check all that apply):	Some times it seems like warm air blows instead of cold. Controls are confusing and don't seem to work as intended. I prefer a simpler way to control the temperature.

Operation and Performance

Operation and Performance	Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located.
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Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Steering, Handling, and Ride. Transmission and Drivetrain.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Abnormal noises coming from steering system	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Additional Comments:	Informed dealership at a regular service appointment. Technician supposedly did something about the problem but it s ill groans.
From what area is the noise coming?	Steering column.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	Any time you turn the wheel at lower speeds, such as maneuvering around a parking lot.
Noise sounds like (Check all that apply):	Whenever you turn the steering wheel, it makes a groaning noise. It is really annoying.
How loud is the noise?	Moderate.
How often does this trouble occur?	Trouble occurs regularly.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Noise and Vibration	
Noise and Vibration	Abnormal noises coming from steering system.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG7CH	Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	09/14/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6238111366
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K188135494
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	269304461	Report Version	4	Open Date	08/27/2014
Close Date	08/27/2014	Narrative Date	09/03/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Vehicle quality 4.

Vehicle fuel economy 4.

Please indicate your highest education level 4 year college degree.

Please indicate your ethnicity .

Which, if any, influenced your purchase decision? (check all that apply): Manufacturer?s website.

Primary vehicle in your household: Mustang.
Primary Household Vehicle: Purchased Used.
2004.
Ford.

Primary vehicle you were considering: Outback.
Primary Considered Vehicle: New.
Subaru.

Did you purchase or lease your vehicle? 2012.
Purchase.

Please tell us about the vehicle you replaced (if applicable) Replaced Vehicle: Purchased Used.
2007.
Toyota.
Yaris.

What is your total household income (before taxes)? \$80,000 - \$99,999.

How many children 17 or under live in your household? 0.

What is your average miles per gallon (MPG) with your vehicle? 27-28 mpg.

Please indicate the primary driver's age. .

Vehicle performance 4.

Secondary vehicle in your household: Dodge.
Secondary Household Vehicle: Purchased Used.
1997.
Ram 1500.

Please indicate your occupation status. .

Please indicate your gender .

When considering this vehicle Research online.

Which of the following best describes the area you live in? Rural.

What year were you born? 1 .

Trade-in allowance 3.

Dealership treatment 3.

Vehicle styling 3.

Price 4.

Ability to test drive 3.

What is your current marital status? .

What price did you pay for your vehicle? 26000

Convenience of dealership location 3.

Financing options 3.

Vehicle availability 4.

What is your primary language? English.

Please indicate your occupation. .

Is this your first new vehicle ever purchased / leased? Yes.

Vehicle Satisfaction Ratings

Ease of using system displays while driving 4.

Front view styling (front fascia, hood, grille, headlight area) 4.

Vehicle Satisfaction Ratings	
Steering wheel adjustment	4.
What is your attitude overall towards your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.
Engine sound	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
What is your attitude overall towards the BRAND of your new car?	4.
Headlight illumination/performance during night-time driving	5.
Climate control operation (function and ease of use)	2.
Navigation system route accuracy	3.
Clarity of sound	4.
Appearance of exterior paint	4.
Ease of getting into and out of vehicle	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Support for popular music/video formats	5.
Interior noise level while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Integration with media players	3.
Wheels, rims, and tires appearance and styling	3.
Engine exhaust sound	3.
Rear view styling (rear fascia, bumper)	4.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Head/leg/foot room	5.

Overview	
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	No.
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Smartphone Application covers the necessary features	3 (neither agree nor disagree).

Overview	
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Would you recommend this vehicle to family or friends?	Yes.

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Occasionally when shifting into reverse the transmission will miss reverse and end up in park or neutral. Occasionally when shifting from drive to park the transmission will bounce out of park and into reverse
Additional Comments:	The gear selector does not always work consistently. Some times the transmission doesn't go into the expected gear.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Features and Controls>Cruise control system>	
Cruise control system	Cruise control system works properly, but difficult to understand/use; controls in a poor location.

Seat Squeak/Rattle	
Please indicate which seat has a squeak/rattle (check all that apply):	Driver's seat.
Seat Squeak/Rattle	Seat Squeak/Rattle.
Trouble occurs under these surface conditions (check all that apply):	The seat back creaks on warm days. It seems the foam is rubbing against the seat frame and making noise.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Continuous Quality Insight	
Continuous Quality Insight	Features/Controls/Displays. Transmission and Drivetrain. Interior Trim/Storage/Windows. Seats.

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard>	
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	The rattle is coming from an area of the dashboard near the driver's side speaker.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please describe conditions when this trouble occurs:	The noise happens randomly.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
How often does this trouble occur?	Trouble occurs intermittently.

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from glove box>	
Please describe in the box below where from the glove box the trouble with abnormal noises is located:	The rattling is from a mis-aligned glove box.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Please describe conditions when this trouble occurs:	Driving over rough roads.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.

Interior Trim/Storage/Windows>Abnormal Noises>	
Abnormal Noises	Squeak/rattle/abnormal noises from glove box. Squeak/rattle/abnormal noises from instrument panel/dashboard.

Features/Controls/Displays>Features and Controls>	
Features and Controls	Cruise control system.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location>	
Please indicate why the cruise control system controls are difficult to	Controls require too much effort/force to operate.

Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location>	
understand/use; are in a poor location (check all that apply):	
Please indicate which of the following best describes your concern (check all that apply):	<input type="checkbox"/> The cruise control buttons are not very responsive.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	<input type="checkbox"/> No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG3CH [REDACTED]	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	05/01/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6107210394
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K117261646
Color	PX8	BLACK CLEAR COAT					

Report Number	[REDACTED]	System Key	269540139	Report Version	4	Open Date	08/28/2014
Close Date	08/28/2014	Narrative Date	09/04/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

waiting for the hell cat

What is your total household income (before taxes)?

\$100,000 - \$124,999.

How many children 17 or under live in your household?

[REDACTED]

Vehicle availability

3.

Price

4.

Vehicle fuel economy

4.

Please indicate the primary driver's age.

[REDACTED]

Primary vehicle in your household:

Primary Household Vehicle: Purchased New.

2012.

300.

Chrysler.

When considering this vehicle

Research online.

Visit the dealership.

Which, if any, influenced your purchase decision? (check all that apply):

Vehicle test drive.

Dealership information.

Financing options

5.

Vehicle performance

5.

Please indicate your ethnicity

[REDACTED]

Trade-in allowance

4.

Dealership treatment

4.

Vehicle styling

5.

Please indicate your occupation.

[REDACTED]

Primary vehicle you were considering:

2014.

Primary Considered Vehicle: New.

Challenger.

Dodge.

Convenience of dealership location

3.

Secondary vehicle in your household:

Corvette.

Secondary Household Vehicle: Purchased Used.

Chevrolet.

Please indicate your occupation status.

[REDACTED]

Please indicate your gender

[REDACTED]

What is your current marital status?

[REDACTED]

Is this your first new vehicle ever purchased / leased?

No.

Please indicate your highest education level

Graduate degree.

What year were you born?

[REDACTED]

What price did you pay for your vehicle?

28000

Ability to test drive

4.

Vehicle quality

5.

What is your primary language?

English.

Did you purchase or lease your vehicle?

Purchase.

Which of the following best describes the area you live in?

Suburban.

Vehicle Satisfaction Ratings

Seat adjustment and comfort	3.
Engine exhaust sound	3.
Integration with phones	4.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	4.

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	5.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
How do you feel about the durability of your new vehicle?	3.
Navigation system route accuracy	4.
Engine performance during acceleration	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
What are your favorite parts of your new vehicle?	I like the interior and gauges Headlamps and tail lamps are nice and I like the look of the car
Engine sound	3.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Climate control operation (function and ease of use)	5.
Appearance of exterior paint	3.
Wheels, rims, and tires appearance and styling	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Steering and handling (responsiveness, stability)	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.

Overview	
Information in the Smartphone Application is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Please provide feedback on how Chrysler can improve the Printed User Guide	I've referred to both the printed and the CD. Printed I use more often and seems to have more info.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Which automotive publications do you subscribe to? (check all that apply)	I read all but do not subscribe
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Information on the DVD is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
What have you used to view your DVD? (check all that apply)	Mac Computer. Vehicle DVD Player. Home DVD Player.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Please explain further about your choice to recommend your vehicle:	I like this car and its looks. I also recently noticed issues with the he passenger window when I roll it down all the way or partially from the driver side, the window skips and seems to develop a mind of its own.
Did you review the Owner's Information DVD?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).

Overview	
Information in the Printed User Guide is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
Abnormal noises coming from steering system	
Noise sounds like (Check all that apply):	the power steering works fine. it does however make more noise than expected
How loud is the noise?	Slight.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
From what area is the noise coming?	Engine compartment.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Shift between gears is rough/harsh under normal driving conditions	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	seems to have the problem at slower speeds or when I am at speed and take my foot off the gas and then reapply gas it will jerk
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Going into which gear/gears does the trouble occur? (check all that apply)	the transmission jerks and the shifter is a bit cumbersome
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Steering, Handling, and Ride. Transmission and Drivetrain. Interior Trim/Storage/Windows.
Seat Squeak/Rattle	
Please indicate which seat has a squeak/rattle (check all that apply):	the adjustment motor jerks when operated as if it wants to stop working and seems to be struggling. When I bought the car, it stopped working all together at the dealership and was replaced on site.
How often does this trouble occur?	Trouble occurs regularly.
Seat Squeak/Rattle	Seat Squeak/Rattle.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Trouble occurs under these surface conditions (check all that apply):	car is in park
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Beats by Dr Dre are very nice
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Only complaint is the center storage bin cover use to be smooth when opening but now flies open when released.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Noise and Vibration	
Noise and Vibration	Abnormal noises coming from steering system.
What Can We Do Better?	
What has Chrysler done right?	its truly a nice car. i would like to see better gas mileage, a more responsive and precise transmission. I would love a more throaty exhaust

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG6D [REDACTED]	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	11/13/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6307210675
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M264200606
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number	[REDACTED]	System Key	269780116	Report Version	5	Open Date	09/02/2014
Close Date	09/02/2014	Narrative Date	09/09/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born? [REDACTED]

How many children 17 or under live in your household? 0.

Secondary vehicle in your household: 2011.
Nissan.
Altima.
Secondary Household Vehicle: Purchased New.

Vehicle fuel economy 3.

Please tell us about the vehicle you replaced (if applicable) 300.
Chrysler.
2007.
Replaced Vehicle: Purchased New.

Please indicate your occupation status. [REDACTED]

Primary vehicle in your household: Hyundai.
Sonata.
2011.

Primary vehicle you were considering: Primary Considered Vehicle: New.
2013.
Cadillac.
CTS Coupe.

Please indicate your occupation. [REDACTED]

When considering this vehicle Visit the dealership.
Research online.
Interact with dealership by phone.
Test drive the vehicle.

What is your total household income (before taxes)? \$100,000 - \$124,999.

Ability to test drive 1.

Price 5.

Vehicle performance 5.

Please indicate your ethnicity [REDACTED]

Financing options 1.

Vehicle availability 5.

Dealership treatment 5.

Vehicle styling 5.

Please indicate your gender [REDACTED] e.

What is your current marital status? [REDACTED].

Trade-in allowance 1.

What is your average miles per gallon (MPG) with your vehicle? 13-15 mpg.

Convenience of dealership location 3.

Please indicate your highest education level 4 year college degree.

Vehicle quality 5.

Please indicate the primary driver's age. [REDACTED]

What is your primary language? English.

Did you purchase or lease your vehicle? Lease.

Which, if any, influenced your purchase decision? (check all that apply): Previous experience with the vehicle/brand.

Which of the following best describes the area you live in? Suburban.

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Why is the gear selector difficult to operate? Other (please describe).

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Many times I thought it was in park and car started moving in Reverse mostly. Scary!
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Please describe conditions when this trouble occurs:	he shifter does not lock into place as prior ones did.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings	
Integration with phones	3.
What is your attitude overall towards the BRAND of your new car?	4.
Clarity of sound	5.
Integration with media players	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Overall audio, entertainment, and navigation system impression	5.
Vehicle storage and space usage	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Brake responsiveness/effort	5.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
What are your favorite parts of your new vehicle?	Ride
Is there anything about your new vehicle you would like to see changed?	Shifter and interior noise
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Interior noise level while driving	2.
Fuel economy and driving range	2.
Head/leg/foot room	3.
How do you feel about the durability of your new vehicle?	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Safety and visibility while driving	5.
Transmission gear change performance (smoothness)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.

Overview	
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Was the trouble resolved to your satisfaction?	No.
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	Shifter is dangerous. In my opinion, they should address this ASAP.
Would you recommend this vehicle to family or friends?	No.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	██████████ Forgot to mention the Moonroof noise. Should also be addressed. Dealer said in the future it will be. It's a big job.

Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Shifter is dangerous
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The shifter is terrible and unless they change it I would never consider buying my 300 either at the end of my lease or a new one in the future.

What Can We Do Better?	
Feedback/Concerns:	I called corporate regarding the shifter problem and received little to no help at all.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG3DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	11/06/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6305211282
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K279233528
Color	PX8	PITCH BLACK					

Report Number		System Key	269780553	Report Version	5	Open Date	09/02/2014
Close Date	09/02/2014	Narrative Date	09/09/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Hands-Free Phone / Bluetooth system loses connection

Additional Comments:	Bluetooth will sometimes say "No device connected" when I power on the car, even if it was connected the last time I turned off the car.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Is there more than one phone paired to the vehicle?	No.
Were you in the middle of a call?	Yes, and transferred call to headset.
Lost connection problem happens when:	Other: Please describe when this trouble occurs.
How often does this trouble occur?	Trouble occurs intermittently.

Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working

Please describe conditions when this trouble occurs:	Everyday use
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which controls/menus are broken/not working properly (check all that apply):	My SiriusXM no longer works. It says "205" and that's it. I can't adjust or enter any menu settings. There is no data on what the "205" means when looking online. I just seems frozen.

Touchscreen Controls/Menu: Front Screen Display: Other Concerns

Please describe conditions when this trouble occurs:	Everyday use
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	Screen Brightness
Additional Comments:	The screen brightness controls are lackluster. When the screen is turned off, it should go pure black/ high contrast, instead of the dull grey that still emits light. I prefer my system screens powered off when traveling along rural areas that have minimal lighting, so that the electronics and car screens don't hinder my night vision.

Detail on High Rated Items

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	I have beautiful, gorgeous red leather seats. Everyone loves the color contrast against the black car. Compliments abound.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	I'm a big guy. I need that space.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	The engine purrs, but the 8spd transmission doesn't do it justice when you want to really push to the limits. There needs to be a better auto-manual transmission option (or UPGRADED transmission you can install!)
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	It's large, imposing, and absolutely menacing. It's wonderful like that.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	The fascia is beautiful, and the car's front end is unmistakable. The halogen headlights have more character than the HID's because they are a homage to the original muscle cars.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I keep a weekly log of my mileage and miles per gallon. The Charger averages about 480 miles per tank, on regular gas, and that's amazing given my commute.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	There are so many special editions, packages, and upgrades, but they're always so pricey. Bring those prices down and give people a better reason to mod their cars using Mopar parts instead of 3rd-party crap. It's insane that my bumper costs \$300, and the GRILL costs OVER \$300. I'd buy a whole set on Ebay for 1/2 the cost. Give people the ability to show you just how cool your cars can be.

Entertainment/Navigation System/Connectivity

Please tell us your cell phone model	iPhone 4
Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	Apple.
If known, please tell us your software version	iOS 6.1.3

Contact Me

Contact Me	
<p>To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.</p> <p>Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?</p>	<p>Upgrading vehicle components (like adding paddle-shifters). What it's been like driving the car for a year. What can be done better in terms of tech/ ergonomics/ functions. How to find information about what can be installed onto my car. My phone number is [REDACTED]</p> <p>Yes.</p>
Hesitation or delay when shifting between gears	
<p>To the best of your recollection, the trouble was first noticed:</p> <p>Please indicate driving condition where the shifting trouble is noticeable (check all that apply):</p> <p>Approximate mileage when trouble was first noticed was:</p>	<p>1 to 3 months after delivery.</p> <p>Maintaining a fairly constant speed while driving on steep/hilly roads.</p> <p>Going up an incline.</p> <p>1500 - 3999 miles.</p>
Vehicle Satisfaction Ratings	
Clarity of sound	2.
Overall audio, entertainment, and navigation system impression	3.
Integration with phones	3.
Location and usefulness of interior lighting	3.
Support for popular music/video formats	4.
Interior noise level while driving	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
What are your favorite parts of your new vehicle?	Front-end design, police-package accessories, the Defiance Dodge Charger design
Rear view styling (rear fascia, bumper)	3.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Transmission gear change performance (smoothness)	4.
Exterior design and appearance (overall impression)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Headlight illumination/performance during night-time driving	3.
Safety and visibility while driving	3.
Ride quality	3.
Wheels, rims, and tires appearance and styling	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Is there anything about your new vehicle you would like to see changed?	Be able to add features after purchase, like Paddle-shifters and adaptive cruise control.
Ease of using system displays while driving	2.
Brake responsiveness/effort	2.
Integration with media players	3.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
Head/leg/foot room	5.
How was your purchasing experience (the dealer/dealership)?	5.
About You	
Please tell us about the vehicle you replaced (if applicable)	<p>2005.</p> <p>A4.</p> <p>Audi.</p> <p>Replaced Vehicle: Purchased Used.</p>
Primary vehicle you were considering:	<p>2013.</p> <p>Honda.</p> <p>Primary Considered Vehicle: New.</p> <p>Accord Sedan.</p>
Financing options	4.
Vehicle performance	5.

About You

Secondary vehicle in your household:

Acura.

1998.

Secondary Household Vehicle: Purchased New.

RL.

Which, if any, influenced your purchase decision? (check all that apply):

I saw a sleek black car, outside of the dealership, in the rain, and the hint of a red interior. I was leaving the dealership, and that car stopped me in my tracks, and I HAD to go back inside and find out what it was. I was smitten by the color combination, the large trunk space, and the interior.

Please indicate your occupation.

[REDACTED]

What is your current marital status?

[REDACTED].

Vehicle availability

1.

What is your average miles per gallon (MPG) with your vehicle?

27-28 mpg.

Please indicate the primary driver's age.

[REDACTED]

Price

4.

Ability to test drive

5.

Please indicate your occupation status.

[REDACTED].

When considering this vehicle

Research online.

Which of the following best describes the area you live in?

Suburban.

What year were you born?

[REDACTED]

How many children 17 or under live in your household?

[REDACTED]

Convenience of dealership location

3.

Trade-in allowance

4.

Dealership treatment

5.

Vehicle quality

5.

Vehicle styling

5.

Please indicate your gender

[REDACTED]

Did you purchase or lease your vehicle?

Purchase.

What price did you pay for your vehicle?

\$25,000ish

Is this your first new vehicle ever purchased / leased?

Yes.

What is your primary language?

English.

What is your total household income (before taxes)?

\$25,000 - \$39,999.

Vehicle fuel economy

3.

Please indicate your highest education level

4 year college degree.

Overview

Information in the Smartphone Application is easy to find and access

3 (neither agree nor disagree).

Printed User Guide covers the necessary features

4 (agree).

Have you taken the vehicle to a dealer to have your trouble corrected?

No.

Did you review the Owner's Information DVD?

No.

Please explain further about your choice to recommend your vehicle:

It works, mostly. I wanted a simple to fix, easy to maintain car, so this works. But it's the small things that make it frustrating. The interface systems are so restrictive that I feel as though I'm being prohibited from customizing and fine-tuning my driving experience and vehicle controls. With over 17,000 miles in 9 months, that's a huge frustration. I'm a driver, create the controls that put me in charge of my vehicle and how I want to set it up (instrument cluster brightness, bluetooth sync settings, being able to open the trunk when in drive).

The Smartphone Application format is easy to understand and use

3 (neither agree nor disagree).

Information in the Printed User Guide is easy to find and access

4 (agree).

Please rate your overall level of satisfaction with the Printed User Guide

4 (satisfied).

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Yes.

What information did you need that was not included in the Smartphone Application?

Service part numbers would be awesome. Tire size/ pressures/ dimensions etc.

Please rate your overall level of satisfaction with the Smartphone Application

3 (neither satisfied nor dissatisfied).

Printed User Guide format is easy to understand and use

4 (agree).

Did you review the Printed User Guide?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Which automotive publications do you subscribe to? (check all that apply)

Jalopnik.com

Would you recommend this vehicle to family or friends?

Yes.

Overall, how satisfied are you with the quality of your new vehicle?

Neither satisfied nor dissatisfied.

Please provide feedback on how Chrysler can improve the Smartphone Application

Have it customized to each user's VIN, so the information matches the specific car. And have it communicate with the vehicle (such as fuel data, etc.).

Overview	
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Brake pedal feels mushy/soft	
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	High speeds (46 MPH and above). Medium speeds (26-45 MPH).
Trouble with brakes occurs during this type of braking (check all that apply):	The brake rotors are puny for a car this size. I was mortified when I saw them. My previous car was an Audi A4, and had larger brakes and firmer pedal feel than this. Panic stopping is scary, and the car feels like it's not very confident when braking evasively.
How often does this trouble occur?	Trouble occurs regularly.
Speakers have poor sound quality	
Please indicate which speaker has trouble (check all that apply):	I bought the vehicle in winter, so I never tested the volume with the windows down. They have be at level 20+ to overcome the wind noise at 60mph. That is very loud, and the sound is terrible from the speakers at that range.
Please indicate which media sources were being played (check all that apply):	Satellite Radio. FM.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Trouble with speaker occurs:	Only at high volume levels.
How often does this trouble occur?	Trouble occurs regularly.
Radio	
Radio	Bluetooth streaming audio works, but is difficult to understand/use. AM/FM/HD/Satellite radio channels have poor or no reception.
Brake Operation	
Brake Operation	Brake pedal feels mushy/soft. Brakes do not have enough stopping power; brake pedal requires too much effort.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Brake System. Entertainment/Navigation System/Connectivity. Transmission and Drivetrain. Interior Climate Control. Features/Controls/Displays. Interior Trim/Storage/Windows.
Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location	
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	Controls are not easy to reach.
Please indicate which of the following best describes your concern (check all that apply):	I appreciate being able to dim the interior lights / instrument cluster, but the degree of dimming is mediocre and sloppy. I had an Audi prior, every 1/10th of a turn was a precise lighting change. The Charger switches seem crude and don't change much unless their at their extremes. I can't quickly glance to see which control I'm accessing. I have to look down or feel around because the steering wheel blocks the rotary switches.
Additional Comments:	Make switches that have a precise, measurable impact on the system they affect. For the instrument cluster, I want full control of what is lit, and how bright each section is.
AM/FM/HD/Satellite radio channels have poor or no reception	
Please indicate which frequency band has trouble (check all that apply):	Recently, I have static on my FM stations. I realized that this increases whenever I am charging my phone via a 12v-to-USB adapter. It happens no matter what 12v socket I plug into charge.
Please describe conditions when this trouble occurs:	When charging my phone
How often does this trouble occur?	Trouble occurs regularly.
Operation and Performance	
Operation and Performance	Heating, ventilation and air conditioning doesn't maintain desired temperature. Windows fog up a lot/take too long to clear/do not clear adequately.
Shifts at wrong times	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Maintaining a fairly constant speed while driving on steep/hilly roads. Hard acceleration.

Shifts at wrong times	
How often does this trouble occur?	The car struggles to find the right gear, and since the 8-spd. didn't have paddle-shifters, I can manually select a gear. I have to hit the gas to get it to shift down.
To the best of your recollection, the trouble was first noticed:	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	1 to 3 months after delivery.
Are you using your vehicle for towing when the problem occurs?	1500 - 3999 miles.
No.	
Automatic Transmission	
Automatic Transmission	Shifts at wrong times.
	Hesitation or delay when shifting between gears.
	Gear selector is difficult to operate (auto. trans.).
Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers have poor sound quality.
	Speakers are not loud enough.
Center console is difficult to open/close	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Please indicate why the center console is difficult to open/close (check all that apply):	Trying to put a USB cable into the USB port is a feat of itself, because of the position of the port. It takes a lot of fumbling to get a flash drive setup in there.
Speakers are not loud enough	
Please indicate which media sources were being played (check all that apply):	USB Drive.
	AM.
	FM.
	Satellite Radio.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Trouble with speaker occurs:	Only at high volume levels.
Please indicate which speaker has trouble (check all that apply):	All speakers in the vehicle.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Windows fog up a lot/take too long to clear/do not clear adequately	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate the trouble with the front defroster (check all that apply):	I spent 3 hours in gridlock traffic, during a snowstorm. I had to turn on defogger on EVERY 15 MINUTES because it would automatically turn off, and my windows would fog up again. Can you comprehend how aggravating that is?
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Operation and Functionality	
Operation and Functionality	Center console is difficult to open/close.
Bluetooth streaming audio works, but is difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply):	I want my passenger to pair their bluetooth device while the vehicle is in motion, and I can't do this. WHY? It's frustrating to have to exit the highway and park to pair a device. It also won't connect to the 2nd device unless I turn off bluetooth on the first device.
Please describe conditions when this trouble occurs:	When pairing 2nd device
Touchscreen Controls	
Touchscreen Controls	Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.
	Touchscreen Controls/Menu: Front Screen Display: Other Concerns.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Some times I push up on the shifter, and assume it's in park because it doesn't go any further, only to find myself in reverse. I've had several moments of "Oh no!" as I released the brake and found myself going backwards unexpectedly.
	Shifting from park to drive, I'll hit the gas and realize I'm in neutral.

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	The 8-speed transmission is awesome, but even after almost a year of driving, still befuddles me. I have to consciously look down at the instrument panel to ensure I'm in the right gear, otherwise I probably won't be. It's frustrating that I can't do it by feel or muscle memory. Also, the light on the shifter is ridiculously bright; it needs to be dimmed.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.

Media	
Media	Radio.

Hands-Free Phone / Bluetooth system is difficult to use	
Please indicate why the hands-free phone / bluetooth system is difficult to use:	Why can't I pair a 2nd device while the vehicle is in motion? My passenger wanted to their their iPod, during a roadtrip, and I had to wait until we pulled over on the side of the road to pair the device. I understand it's a safety feature. But I had a passenger in the car capable of doing the process. I feel like a child who is restricted from doing anything with the vehicle controls.

Brakes do not have enough stopping power; brake pedal requires too much effort	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Trouble with brakes occurs during this type of braking (check all that apply):	When I saw how puny the brake rotors were for a car of this size, I was mortified. My A4 had larger brakes, and was a smaller vehicle. Brake response time is sluggish, and doesn't grip very well. It takes a lot of force to stop the Charger, and the brakes feel inadequate for it. I've scared myself several times over while panic stopping. I've already purchased new performance brake pads and stainless steel cables in an effort to address the issues.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	High speeds (46 MPH and above). Medium speeds (26-45 MPH).
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	BRAKES. I drive so much, and it scares me how terrible the brakes are. I fear for anything that involves a panic stop. I'm cool with a fast car but I want to stop as soon I my foot touches the pedal. I don't have a lot of confidence in the braking prowess, and thus operate my car more conservatively. Not the persona you'd like to see for a Charger.

What Can We Do Better?	
Feedback/Concerns:	I have an ongoing list of pros and cons from driving the Charger. Contact me and we'll discuss, if you're inclined. I care about my car a lot, I want it to be the best it can be, and while I enjoy it, there is so much more I'd like to see enacted to make it perfect. Be a beacon of pride and ingenuity (and brute power) of being an American Car Marker. Bring better value to the people who can't afford the RT / SRT / Special Edition models. I love my car, I'd love even more to be able to upgrade the components with MOPAR accessories as I can afford them, for instance, give me a way to add paddle-shifters, because I couldn't afford them when I bought the car.
What has Chrysler done right?	You're making bad-ass cars. Keep it up, and outsource your newest designs to crazy brilliant designers. Don't fall into the trap of making all your vehicles look similar, because they become boring.

Interior lights	
Interior lights	Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location.

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection. Hands-Free Phone / Bluetooth system is difficult to use.

Features and Controls	
Features and Controls	Interior lights.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJGXDH5	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	10/16/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6278221645
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M216281538
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	270641745	Report Version	5	Open Date	09/02/2014
Close Date	09/13/2014	Narrative Date	09/19/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Sprint Nextel.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity.

Text Messaging	
Text Messaging	Text messaging works properly, but is difficult to understand/use.

Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG1EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	06/04/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6144420298
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K153461328
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	269853644	Report Version	5	Open Date	09/03/2014
Close Date	09/03/2014	Narrative Date	09/10/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Overview

Which automotive publications do you subscribe to? (check all that apply)	Various antique and classic car magazines but nothing related to new models.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	4 (agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please explain further about your choice to recommend your vehicle:	I do not like this 2014 Chrysler 300 quite as much as the 2006 Chrysler 300c it replaced. Looked at options from other manufacturers but selected the 300 primarily because of the easy of entry and exit and overall comfort for us older/larger people. I have recommended these cars as a good option to friends who lament the loss of the Ford Crown Vic/Mercury Grand Marquis platform.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.

Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location

Please indicate why the front screen is difficult to understand/use (check all that apply):	Most of my issues with this feature are as listed in the section before this. I am referring to the small display located between the speedometer and tachometer used to display time/distance and MPG. Need to put on my reading glasses to view. Not practical while driving.
Please indicate which of the following best describes your concern (check all that apply):	How the heck do you cancel out getting directions to a location and go back to just viewing the map. Neither I nor my wife have been able to figure this out. If I put in a known location of interest, with no intention of actually stopping here... just going to the general area... I can not figure out how to clear it and go back to just viewing the map. The system will continue giving me directions to that point. Talking to me all the while, trying desperately to get me to the place I'm not going. Ridiculous. Should be an easy way to stop/delete the directions function once I have arrived in the area. Maybe there is but if so it's not intuitive.
Additional Comments:	This has been the most disappointing feature on this car. The best "trip computer" both by ease of use and available functions was on my 1996 Cadillac. My 2006 Chrysler 300 was not as useful, but still ok. Now my 2014 Chrysler's is the worst yet. See a trend here?

About You

Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2006. 300. Chrysler.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased New. 2011. Forester. Subaru.
Convenience of dealership location	1.
Trade-in allowance	1.
Please indicate the primary driver's age.	

About You

What is your primary language?

Secondary vehicle you were considering:

Primary vehicle you were considering:

Please indicate your highest education level

When considering this vehicle

Did you purchase or lease your vehicle?

Which, if any, influenced your purchase decision? (check all that apply):

Is this your first new vehicle ever purchased / leased?

Please indicate your ethnicity

Primary vehicle in your household:

Dealership treatment

Vehicle quality

Vehicle styling

What price did you pay for your vehicle?

Vehicle availability

Which of the following best describes the area you live in?

Financing options

Vehicle performance

What is your current marital status?

What year were you born?

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

What is your total household income (before taxes)?

How many children 17 or under live in your household?

Price

Ability to test drive

Vehicle fuel economy

What is your average miles per gallon (MPG) with your vehicle?

Please indicate your gender

Please indicate your occupation.

Please indicate your occupation status.

English.

Ford.

C-Max Hybrid.

2014.

Secondary Considered Vehicle: New.

Fusion.

Ford.

2014.

Primary Considered Vehicle: New.

High school degree / GED.

Interact with dealership by email.

Interact with dealership by phone.

Test drive the vehicle.

Visit the dealership.

Research online.

Lease.

Manufacturer's website.

Edmunds.

Previous experience with the vehicle/brand.

Vehicle test drive.

Dealership information.

No.

Chrysler.

Primary Household Vehicle: Purchased New.

2014.

300.

1.

1.

1.

\$34,000

1.

Urban.

1.

1.

Married.

1988.

Not as comfortable/ease of entry

\$80,000 - \$99,999.

0.

1.

1.

1.

16-18 mpg.

Male

Software Engineer

Full-time

Features and Controls

Features and Controls

Reverse-Camera.

Reverse-Camera

Reverse-Camera

Reverse-camera works properly, but difficult to understand/use; controls in a poor location.

Entertainment/Navigation System/Connectivity

Please tell us your cell phone model

Galaxy G4

Please choose your cell phone carrier

AT&T Mobile.

Please choose your cell phone brand

Samsung.

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

Never knew how much I'd enjoy having the hands free phone.

Detail on High Rated Items

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.

You rated ride quality High. Use this space to provide any specific comments you would like to share.

You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.

You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.

After trying other brands... most interested in the Ford Fusion... we decided to replace the 2006 300C with a new 300 primarily due to comfort.

I am [REDACTED] and have replaced knees. The ability to stretch my legs out straight on long drives is of primary concern.

New 300 continues to have stately profile. Rear fascia is improved over my 2006 300C (I upgraded taillights with chrome overlay which helped). Chrysler got it right with new rear end treatment. Front fascia not as impressive as the 2006 that it replaced. Attractive, but a little too much like many other cars on the road. Older 300 was more distinctive.

There are not many conventional cars that are easy to get in and out of for the 50+ crowd. The Chrysler 300 is the best option in its price class.

I almost never give any thought to the ride. That is a compliment. The "ride" is something you notice when it's bad.

Side profile is about perfect.

Taillights/bumper is more attractive than the 2006 300 I replaced. Its taillights were too simple and untrimmed (though I added chrome overlays to mine). The 2014 has much nicer taillight treatment.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.

No way to restrict/close off Air Conditioning to rear passengers.

Most disappointed with the view and control of the trip computer display (between the speedometer and tachometer). Takes way more attention to toggle between MPG and time/distance features than in my previous 300. Central video display is easier to see, but does not have the ability to display those functions which I use a lot. Also, NAV system has proved cumbersome, unreliable, confusing and more or less useless other than on one long trip through largely open road.

Vehicle Satisfaction Ratings

Integration with media players	3.
Wheels, rims, and tires appearance and styling	3.
Engine exhaust sound	3.
Location and usefulness of interior lighting	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Rear view styling (rear fascia, bumper)	5.
Steering and handling (responsiveness, stability)	5.
Head/leg/foot room	5.
Ease of using system displays while driving	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Headlight illumination/performance during night-time driving	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Vehicle storage and space usage	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Is there anything about your new vehicle you would like to see changed?	Trip computer usefulness/ease of control
Appearance of exterior paint	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Clarity of sound	5.
Support for popular music/video formats	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Ride quality	5.
Exterior design and appearance (overall impression)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
What are your favorite parts of your new vehicle?	Ease of entry/Overall comfort
Overall audio, entertainment, and navigation system impression	2.
Navigation system route accuracy	2.
Climate control operation (function and ease of use)	2.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.

Vehicle Satisfaction Ratings	
Integration with phones	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
What is your attitude overall towards the BRAND of your new car?	4.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Features/Controls/Displays. Interior Climate Control.

Navigation system works, but missing information; has incorrect information; gives wrong directions	
Please indicate which of the following best describes your concern (check all that apply):	Known locations not in database. Gives routes that are not logical. Gives directions to more distant business when there is a closer one nearby.
Please indicate which navigation system item has trouble (check all that apply):	System works well in rural driving but gives poor routes in urban area.

Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Viewing and resetting the information display in front of the driver is much worse than on my 2006 Chrysler 300. I am frequently checking time/distance and MPG. On this car to reset or toggle between viewing my MPG and viewing my elapsed time I have to do the following steps: BACK, DOWN, DOWN, DOWN, >, DOWN, DOWN, DOWN, >. Then the reverse to view the other. Having learned what I need to do, I try to make these entries without looking, but often end up in the wrong place. So I have to take my eyes off the road for too long to get it right. End result is that I don't use this feature as much as I used to on my old car. Very frustrating. Should be able to "customize" display so I can quickly toggle between the only two features I commonly use. None of the other options have been of use to me so far. Perhaps the two most relevant (for me) items to be displayed should be adjacent to each other. That would help.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but traffic information doesn't work / or is difficult to understand. Difficulty accessing Points of Interest. Navigation system works, but missing information; has incorrect information; gives wrong directions. Points of Interest incorrect.

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

What Can We Do Better?	
What has Chrysler done right?	In the 300, Chrysler offers a more upright and roomy, well appointed car for folks over 50 and over 200 lbs. In this car I can still stretch out my legs on long drives. This car is attractively styled and has nice details. In general we trust Chrysler brand products. This is our sixth new Chrysler.
Feedback/Concerns:	This survey did not have a place to discuss my problem with REAR seat climate control (there is none). Was unclear where to discuss my most annoying concern. That being with the trip computer display located between the speedometer and tachometer. Hopefully I got it right and someone will review and consider my concerns.

Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location. Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.

Difficulty accessing Points of Interest	
Please describe the trouble with the Points of Interest within the Navigation system	Looking for McDonalds restaurant that I knew was along my intended route not far away. Used Points of Interest feature to plan my stop but was directed to a McDonalds further away and in the opposite direction. When I got about 1 mile from my intended stop the Nav finally recognized that it was there. Perplexing.

Hard Controls/Menu	
Hard Controls/Menu	Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location. Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.

Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):	<input type="checkbox"/> Can not figure out how to cancel out directions and return to just viewing the map. <input type="checkbox"/> Can not get any traffic information to display.
Please indicate which of the following best describes your concern (check all that apply):	<input type="checkbox"/> Can not figure out how to cancel out directions and return to just viewing the map. <input type="checkbox"/> Can not get any traffic information to display.

Navigation system works, but traffic information doesn't work / or is difficult to understand	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	<input type="checkbox"/> Have not been able to figure out how to display traffic. Never have seen the traffic function work despite being, sometimes even stopped, in heavy traffic.

Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):	<input type="checkbox"/> To toggle between MPG and time/distance (which I used to do easily and frequently on my 2006 Chrysler 300) it takes the following steps: BACK, DOWN, DOWN, DOWN, >, DOWN, DOWN, DOWN, >. Then the reverse to get back. Far too much time and attention at 65MPH. <input type="checkbox"/> No easy way to toggle between viewing time/distance and MPG. Much more cumbersome than on my 2006 Chrysler 300. A step backwards.
Please indicate which of the following best describes your concern (check all that apply):	<input type="checkbox"/> Maybe I'm in the wrong section, but I have not found the correct place to describe my issue. I am speaking about controlling the information display located between the speedometer and the tachometer.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	<input type="checkbox"/> Yes.

Voice Recognition feature does not have enough functions available	
Please describe additional functions you would like to have:	<input type="checkbox"/> Voice recognition will bring me to a menu of proposed locations but will not scroll or allow me to make a selection without touching the screen. I can't just glance at the screen and state the business name, or the number selection next to it. Scrolling down and touching the screen to make my selection takes my eyes off the road too long, especially in urban driving. Should be able to make selection using voice command.

Reverse-camera works properly, but difficult to understand/use; controls in a poor location	
Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):	<input type="checkbox"/> Biggest problem has always been trying to back out from between taller vehicles. Can't see crossing traffic until car is half way out into traffic. Reverse camera as it is is only marginally more help than the rear view mirror. Very disappointed that there was no cross traffic view available on this car. For my situation this will be a major selling point on my next purchase.
Please indicate which of the following best describes your concern (check all that apply):	<input type="checkbox"/> Biggest problem has always been trying to back out from between taller vehicles. Can't see crossing traffic until car is half way out into traffic. Reverse camera as it is is only marginally more help than the rear view mirror. Very disappointed that there was no cross traffic view available on this car. For my situation this will be a major selling point on my next purchase.

Voice Activation / Recognition	
Voice Activation / Recognition	<input type="checkbox"/> Voice Recognition feature does not have enough functions available.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG6EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	05/24/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6133420451
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K129463095
Color	PX8	GLOSS BLACK					

Report Number		System Key	270423726	Report Version	5	Open Date	09/10/2014
Close Date	09/10/2014	Narrative Date	09/17/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Hesitation or delay when shifting between gears

Please describe conditions when this trouble occurs:

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

How often does this trouble occur? Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?

Engine sound	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
Clarity of sound	4.
Appearance of exterior paint	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Engine performance during acceleration	5.
What are your favorite parts of your new vehicle?	Styling.
Head/leg/foot room	4.
Integration with phones	5.
Vehicle storage and space usage	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Integration with media players	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overall audio, entertainment, and navigation system impression	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	4.

About You

What price did you pay for your vehicle?	30,500
Ability to test drive	5.

About You

Vehicle quality

What is your primary language?

When considering this vehicle

Did you purchase or lease your vehicle?

Which, if any, influenced your purchase decision? (check all that apply):

Is this your first new vehicle ever purchased / leased?

Primary vehicle in your household:

Secondary vehicle you were considering:

Which of the following best describes the area you live in?

What year were you born?

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Convenience of dealership location

What is your average miles per gallon (MPG) with your vehicle?

Please indicate your highest education level

Please tell us about the vehicle you replaced (if applicable)

Primary vehicle you were considering:

Trade-in allowance

Vehicle availability

Dealership treatment

Vehicle styling

Please indicate your gender

Secondary vehicle in your household:

What is your current marital status?

Price

Vehicle performance

Please indicate your ethnicity

Please indicate your occupation status.

Please indicate your occupation.

What is your total household income (before taxes)?

How many children 17 or under live in your household?

Vehicle fuel economy

Financing options

Please indicate the primary driver's age.

5.

English.

Interact with dealership by email.

Interact with dealership by phone.

Test drive the vehicle.

Research online.

Visit the dealership.

Lease.

Manufacturer's website.

Automotive magazines.

Edmunds.

NHTSA or IIHS safety ratings.

On-Line blogs or forums.

No.

Primary Household Vehicle: Purchased Used.

Secondary Considered Vehicle: Used.

Suburban.

1.

19-20 mpg.

2 year college degree.

2008.

Yes

Lucerne.

Buick.

2014.

No

Regal.

Buick.

4.

5.

5.

5.

5.

Secondary Household Vehicle: Purchased Used.

4.

5.

5.

5.

5.

5.

\$60,000 - \$79,999.

0.

3.

4.

40 - 49.

Overview

Please provide feedback on how Chrysler can improve the Printed User Guide

What have you used to view your DVD? (check all that apply)

Which automotive publications do you subscribe to? (check all that apply)

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Printed User Guide format is easy to understand and use

Information in the Printed User Guide is easy to find and access

Please rate your overall level of satisfaction with the Printed User Guide

Overall, how satisfied are you with the quality of your new vehicle?

Did you review the Printed User Guide?

Did you review the Owner's Information DVD?

Would you recommend this vehicle to family or friends?

A terrific guide, easy to understand and complete.

Computer/laptop.

Don't subscribe, but read all of them regularly.

Yes.

Yes.

Yes.

5 (strongly agree).

5 (strongly agree).

5 (very satisfied).

Very satisfied.

Yes.

Yes.

Yes.

Overview

Please explain further about your choice to recommend your vehicle:

I love this car. Chrysler has exceeded my expectations with the combination of style, build quality, features, comfort, and performance. The pentastar/8 speed combo is responsive and efficient. I am concerned about the transmission noise at startup, and the hesitation between 3rd and 4th. I'm sure my local dealer will address this to my satisfaction.

Was there information needed that was not included in the User Guide?

No

DVD format is easy to understand and use

5 (strongly agree).

Please rate your overall level of satisfaction with the DVD

5 (very satisfied).

Have you taken the vehicle to a dealer to have your trouble corrected?

No.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Which feature or section of the Printed User Guide did you find least helpful and why?

Can't think of one.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Printed User Guide covers the necessary features

5 (strongly agree).

Information on the DVD is easy to find and access

5 (strongly agree).

Which feature or section of the Printed User Guide did you find most helpful and why?

Unconnect/Nav section. Demystified the unit by clearly describing the features.

Speakers have poor sound quality

Please describe conditions when this trouble occurs:

All speeds

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Please indicate which speaker has trouble (check all that apply):

The base stereo is only adequate. The bass is weak, and the overall sound is a bit hollow.

Trouble with speaker occurs:

At all volume levels.

Axle makes whining, howling, clunking, or grinding noises

Please describe conditions when this trouble occurs:

All the time

Additional Comments:

There is a faint whining when reversing. I think it's normal for the 845RE transmission. It isn't objectionable, but I thought I'd mention it.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Are you using your vehicle for towing when the problem occurs?

No.

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

At delivery.

Detail on High Rated Items

You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.

Excellent, although I miss the cornering lamps from my previous car.

You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.

Like the Garmin-based system very much.

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.

The 300 is by far the best car I've owned. I can't say enough about it.

You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.

Can corner at high speeds with no lean.

You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.

Lots of space to hide little items in. Especially like the compartment in the rear armrest.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

The build quality of this car is impressive. It feels like a German car.

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.

34 mpg on the highway!

You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.

A loud horn that's all business.

You rated integration with media players High. Use this space to provide any specific comments you would like to share.

An SD card slot in the dash is nice!

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.

Beautiful styling. The 2011 refresh was spot-on.

You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.

Chrysler is definitely a brand that has regained its premium reputation.

You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.

Feels very substantial. Recently rented a 2014 Buick Lacrosse that felt flimsy in comparison. The gauge of the sheet metal seems high also, no flexing.

You rated integration with phones High. Use this space to provide any specific comments you would like to share.

Handles the Windows Phone with ease.

You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.

Like the contrasting metallic surfaces.

Detail on High Rated Items	
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Pentastar is a winner.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	The base rims are very sharp. Nice Michelin tires too.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	First car in a while that I don't bump my head on the front door opening.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Looks/feels expensive.
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	Lots of lighting. especially like the front and rear courtesy lighting on the bottoms of the doors. Many more expensive cars have dropped this feature.
Axle(s)	
Axle(s)	Axle makes whining, howling, clunking, or grinding noises.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.
Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Transmission makes abnormal/excessive noises	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate driving condition when noise occurs (check all that apply):	The transmission makes a loud moaning/whining noise just after a cold start that lasts for a minute or two.
Additional Comments:	I'm planning to bring the car back to the dealer shortly to have this addressed.
Please describe conditions when this trouble occurs:	Usually when started after being parked overnight.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Hard controls/menus: Front Screen Display: Other Concerns	
Additional Comments:	A mute button would be welcome.
Please describe conditions when this trouble occurs:	Always
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	Lacks mute function
What Can We Do Better?	
Feedback/Concerns:	I'm hearing some concerns/complaints from other owners of the 845RE products about transmission performance.
What has Chrysler done right?	1. The car is fantastic, best I've ever owned. 2. The dealer experience was excellent. 3. Post sale followup has been impressive. I have the strong feeling that Chrysler has prioritized my satisfaction and is focused on continual improvement.
Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	Lumia 521
If known, please tell us your software version	Windows Phone 8.1
Please choose your cell phone carrier	Other.
Please choose your cell phone brand	Nokia.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Seat comfort. The seat are not uncomfortable, just too firm. I miss the softness of the seat in my previous car. I feel like I'm sitting on the seats, not in them.
Door panels have gaps/poor fit	
Please describe in the box below where on the door panels the trouble with excessive gaps/poor fit of materials is located:	Upper door panel at rear near lock button: large gap between panel and door frame.
Please indicate which interior door panels had gaps/poor fit (check all that apply):	See above See above See above
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Welcome	

Welcome	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.
Center console has gaps/poor fit	
To the best of your recollection, the trouble was first noticed:	At delivery.
Please describe in the box below where on the center console the trouble with excessive gaps/poor fit of materials is located:	Where the cupholder housing meets the soft panels on each side of the console.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Appearance	
Appearance	Center console has gaps/poor fit. Door panels have gaps/poor fit.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display: Other Concerns.
Adjustments and Controls	
Adjustments and Controls	Height adjustment controls are difficult to understand/use.
Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers have poor sound quality.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Interior Trim/Storage/Windows.
Transmission Noises	
Transmission Noises	Transmission makes abnormal/excessive noises.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Transmission moaning/whining at cold startup.
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Height adjustment controls are difficult to understand/use	
Please indicate why the controls are difficult to understand/use (check all that apply):	Before I purchased this 300, I drove GM cars for years. All had power seats with a front tilt/rear tilt feature. The 300's seats include only a front tilt feature: the rear only adjusts for height. I find the range of adjustment is limited because of this.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG4D	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	08/03/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6201210883
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K185298889
Color	PWD	IVORY 3 COAT					

Report Number		System Key	271402052	Report Version	5	Open Date	09/21/2014
Close Date	09/22/2014	Narrative Date	09/29/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Engine and transmission performance; handling; styoing
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Appearance of exterior paint	4.
Clarity of sound	5.
Integration with media players	5.
Support for popular music/video formats	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Is there anything about your new vehicle you would like to see changed?	1. Carpet seems a little thin, 2. Low beams could be brighter, 3. Seats could be narrower - seems like they are made for a larger than average person, 4. Detents in shifter could be better.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.

Detail on High Rated Items

You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	Transmission gear change performance is excellent. The only transmission-related issues are 1. when car is rolling in neutral you have to stop in order to shift into Drive. This is a safety hazard. When moving at speed, it is possible to shift from Neutral to Drive without putting on the brakes, 2. I like the shifter but the detents could be changed so it is easier to distinguish by feel between Park, Reverse, Neutral and Drive.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I got 35.9 MPG on a 400-mile trip once, going between 60 and 80 with some stop and go traffic.

Detail on High Rated Items

You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.

I have been a Chrysler fan since my dad sold them in the 1960s, although I've owned other brands as well (Infiniti, Mazda, Buick). This 300 is the best I've owned, including my Q45.

About You

Convenience of dealership location	1.
Primary vehicle you were considering:	2013. MINI. New Cooper Coupe.
Secondary vehicle you were considering:	Ford. New 2013. Fusion.
Did you purchase or lease your vehicle?	Lease.
Please tell us about the vehicle you replaced (if applicable)	Mazda. MAZDA6. New 2010.
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	I'm a Chrysler fan. Consumer Reports ratings.
Primary vehicle in your household:	Outback. New 2012. Subaru.
Please indicate your occupation.	██████████.
Please indicate your highest education level	PhD.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used.
What year were you born?	████
What price did you pay for your vehicle?	28,432
How many children 17 or under live in your household?	0.
Vehicle performance	1.
Please indicate the primary driver's age.	████
What is your primary language?	English.
Which of the following best describes the area you live in?	Suburban.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	The Mini is not nearly as much car, or as practical, for the money.
Ability to test drive	1.
Vehicle quality	3.
Financing options	5.
Please indicate your ethnicity	██████████
Please indicate your occupation status.	██████████
Please indicate your gender	████
What is your current marital status?	██████████
When considering this vehicle	Research online.
What is your total household income (before taxes)?	\$125,000 - \$149,999.
Vehicle availability	1.
Trade-in allowance	1.
Dealership treatment	1.
Vehicle styling	1.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Vehicle fuel economy	4.
Price	5.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

No Concerns

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):

My car is Pearl White and the bumpers don't match the rest of the body. The dealer offered to have it repainted but I declined.

Have had all scheduled maintenance performed at a Chrysler dealer closer to my home.

Would you recommend this vehicle to family or friends?

Yes.

No Concerns

Have you requested a paper version of the owner manual?

No.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

No.

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

Please explain further about your choice to recommend your vehicle:

The Chrysler 300 is a great car - I tell anyone who will listen.

Which automotive publications do you subscribe to? (check all that apply)

Consumer Reports ratings.

Welcome

Please tell us how many miles are currently on your vehicle:

More than 10,000.

Are you the primary driver of this vehicle?

Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

No Concerns.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

None, but see comment on shifter and need to stop completely to shift from Neutral to Drive.

What Can We Do Better?

What has Chrysler done right?

See above - the car is great and the service has been excellent.

Feedback/Concerns:

Nothing -- I think you got this one right. I'm really impressed with the car and the dealers I've dealt with.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG4E	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	12/04/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6323311064
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K318361510
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	272136756	Report Version	6	Open Date	09/29/2014
Close Date	09/29/2014	Narrative Date	10/06/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

About You

Secondary vehicle you were considering:	Secondary Considered Vehicle: Used.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used.
Please indicate the primary driver's age.	.
What is your primary language?	English.
Please indicate your highest education level	Graduate degree.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	.
What is your current marital status?	.
Is this your first new vehicle ever purchased / leased?	No.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
What price did you pay for your vehicle?	250/mo
Trade-in allowance	5.
Dealership treatment	5.
Vehicle styling	5.
What is your total household income (before taxes)?	More than \$200,000.
Primary vehicle you were considering:	Primary Considered Vehicle: Used.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used.
When considering this vehicle	Test drive the vehicle.
	Visit the dealership.
	Interact with dealership by email.
	Interact with dealership by phone.
	Research online.
How may children 17 or under live in your household?	0.
Convenience of dealership location	4.
Primary vehicle in your household:	Primary Household Vehicle: Purchased Used.
What year were you born?	.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Vehicle availability	3.
Price	4.
Financing options	5.
Vehicle performance	5.
Ability to test drive	5.
Vehicle quality	5.
Vehicle fuel economy	5.
Please indicate your ethnicity	.
Please indicate your occupation status.	.
Please indicate your occupation.	.
Which of the following best describes the area you live in?	Suburban.

Gear selector is difficult to operate (auto. trans.)

To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	This Shifter is seriously designed very poorly! Never goes into drive on first try. Usually takes three tries. First one it stays in park. Second one goes into neutral. Then Drive. Sometimes it goes into Low first before Drive.

Gear selector is difficult to operate (auto. trans.)	
	NEVER goes into park on the first try. Often does not go into reverse on first try.
Please describe conditions when this trouble occurs:	
Additional Comments:	It doesn't shift into the gear you want it to shift into!!
Why is the gear selector difficult to operate?	Other (please describe).
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Overview	
Did you review the Printed User Guide?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Auto Week. Car and Driver. Consumer Reports ratings.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Please explain further about your choice to recommend your vehicle:	There was no place to comment on the backup camera screen. The screen on my Dart is much easier to see using the back up camera. It is under the IP brow. The 300's is not. The camera on the Dart seems to be in a better position. It does not get fogged by snow or rain while the 300's does. The 300's backup camera is often clouded by raindrops, snow and hence is much less useful.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Vehicle Satisfaction Ratings	
Engine exhaust sound	5.
What are your favorite parts of your new vehicle?	
Is there anything about your new vehicle you would like to see changed?	Shifter, backup camera location and screen view ability
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Steering wheel adjustment	3.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	5.
Ease of getting into and out of vehicle	4.
Clarity of sound	5.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Interior noise level while driving	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.

Vehicle Satisfaction Ratings	
How do you feel about the VALUE of your new car? (i.e.	5.
Transmission gear change performance (smoothness)	2.
Navigation system route accuracy	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Ride quality	5.

Shift between gears is rough/harsh under normal driving conditions	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Usually first thing in morning when temp is under 60 F
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	as above
	When starting in morning it shifts erratically between first and second gear.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	As above.
Please describe conditions when this trouble occurs:	As above... started after about 13,000 miles
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays.
	Transmission and Drivetrain.

What Can We Do Better?	
What has Chrysler done right?	Engine and transmission/fuel mileage. Ride. Interior appearance and comfort.
Feedback/Concerns:	Fix the shifter. It really sucks! Fix the 300's backup camera so rain/snow does not accumulate over it. Extend the brow over the backup screen so sunlight does not shine on it and make it's images indiscernable.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Shifter sucks! Never goes into the correct gear first. Sometimes won't go into Park the first time either. Rear backup camera is great unless it is raining or sun is shining on screen.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
	Shift between gears is rough/harsh under normal driving conditions.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG0EH1	Model Year	2014	Body	LDSE48	DODGE CHARGER SXT AWD FOUR DOOR SEDAN	
Built Date	09/05/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6225321512
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K222363037
Color	PX8	PITCH BLACK					

Report Number		System Key	272269557	Report Version	6	Open Date	09/30/2014
Close Date	09/30/2014	Narrative Date	10/07/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

How was your purchasing experience (the dealer/dealership)?	3.
Clarity of sound	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Rear view styling (rear fascia, bumper)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of using system displays while driving	4.
Navigation system route accuracy	4.
Headlight illumination/performance during night-time driving	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Engine exhaust sound	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
What are your favorite parts of your new vehicle?	Body style
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
Appearance of exterior paint	5.
Is there anything about your new vehicle you would like to see changed?	Gear shifter. Go back to non-electronic shifting.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Support for popular music/video formats	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Safety and visibility while driving	4.
Integration with media players	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.

About You

Price	4.
Vehicle performance	4.
Please indicate your ethnicity	
Primary vehicle you were considering:	Chrysler.
	Primary Considered Vehicle: Used.
	2014.
	300.

About You

Please tell us about the vehicle you replaced (if applicable)

Primary vehicle in your household:

When considering this vehicle

How may children 17 or under live in your household?

Please indicate your highest education level

Dealership treatment

Please indicate your gender

Is this your first new vehicle ever purchased / leased?

Secondary vehicle you were considering:

Convenience of dealership location

Please indicate the primary driver's age.

Trade-in allowance

Vehicle styling

Please indicate your occupation status.

What is your primary language?

Please indicate your occupation.

Did you purchase or lease your vehicle?

Which of the following best describes the area you live in?

What year were you born?

What is your total household income (before taxes)?

Vehicle availability

What is your average miles per gallon (MPG) with your vehicle?

Vehicle quality

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

What price did you pay for your vehicle?

Financing options

Ability to test drive

Vehicle fuel economy

Secondary vehicle in your household:

What is your current marital status?

Dodge.

Replaced Vehicle: Purchased Used.

Challenger.

2009.

Primary Household Vehicle: Purchased Used.

Visit the dealership.

Research online.

Test drive the vehicle.

0.

4 year college degree.

5.

██████

No.

Secondary Considered Vehicle: Used.

1.

██████.

4.

4.

██████████

English.

██████████████████.

Purchase.

Urban.

1 █████

\$80,000 - \$99,999.

1.

25-26 mpg.

4.

~40000

1.

3.

3.

Secondary Household Vehicle: Purchased Used.

██████████.

Overview

DVD format is easy to understand and use

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Which automotive publications do you subscribe to? (check all that apply)

Overall, how satisfied are you with the quality of your new vehicle?

If our team has any additional questions about your responses, would you accept further contact?

Was the trouble resolved to your satisfaction?

Did you review the Printed User Guide?

Did you review the Owner's Information DVD?

Please explain further about your choice to recommend your vehicle:

Printed User Guide covers the necessary features

Information on the DVD is easy to find and access

Please rate your overall level of satisfaction with the Printed User Guide

What have you used to view your DVD? (check all that apply)

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Have you taken the vehicle to a dealer to have your trouble corrected?

Printed User Guide format is easy to understand and use

Information in the Printed User Guide is easy to find and access

Please rate your overall level of satisfaction with the DVD

Would you recommend this vehicle to family or friends?

4 (agree).

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

none.

Satisfied.

Yes, by e-mail only.

Yes.

Yes.

Yes.

Good overall vehicle but I feel the new 8 and 9 speed transmissions were released too early with not enough testing.

4 (agree).

4 (agree).

4 (satisfied).

Computer/laptop.

Yes.

Yes.

Yes.

4 (agree).

4 (agree).

4 (satisfied).

Yes.

Vehicle Issues/Things Gone Wrong

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Features/Controls/Displays.
What Can We Do Better?	
What has Chrysler done right?	The body style and overall look of the Charger and Challenger are definitely the best.
Feedback/Concerns:	I do not like the new electronic shifter in the automatic cars. Sometimes I feel I have to really jam it forward to get it into park. The small size of it makes the center console look a little awkward. Even though it is an automatic, I still want the feeling of actually shifting into gear.
Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	
Going into which gear/gears does the trouble occur? (check all that apply)	The entire transmission had to be replaced at 4000 miles due to not shifting correctly and jerking between gears.
Additional Comments:	The entire transmission had to be replaced at 4000 miles due to not shifting correctly and jerking between gears.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CCARG8EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	12/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6339310650
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K347363497
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	272447305	Report Version	6	Open Date	10/01/2014
Close Date	10/01/2014	Narrative Date	10/08/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

What price did you pay for your vehicle?

\$32,000~

What is your average miles per gallon (MPG) with your vehicle?

21-22 mpg.

Vehicle quality

4.

Which, if any, influenced your purchase decision? (check all that apply):

Edmunds.

Previous experience with the vehicle/brand.

J D Power reports.

English.

What is your primary language?

No.

Is this your first new vehicle ever purchased / leased?

Secondary Considered Vehicle: Used.

Secondary vehicle you were considering:

Suburban.

Which of the following best describes the area you live in?

Tiguan.

Primary vehicle in your household:

2013.

Volkswagen.

Primary Household Vehicle: Purchased Used.

Please tell us about the vehicle you replaced (if applicable)

Dodge.

2011.

Journey.

Replaced Vehicle: Purchased Used.

Primary vehicle you were considering:

Primary Considered Vehicle: Used.

2014.

Chevrolet.

Impala.

Please indicate your occupation.

When considering this vehicle

Visit the dealership.

Research online.

Ability to test drive

3.

Vehicle fuel economy

3.

Please indicate your occupation status.

.

Please indicate your highest education level

2 year college degree.

Convenience of dealership location

3.

Financing options

3.

Did you purchase or lease your vehicle?

Lease.

Please indicate your gender

.

What is your current marital status?

.

Secondary vehicle in your household:

Secondary Household Vehicle: Purchased Used.

What year were you born?

.

What is your total household income (before taxes)?

\$100,000 - \$124,999.

How may children 17 or under live in your household?

1-2.

Vehicle availability

3.

Dealership treatment

3.

Vehicle styling

3.

Price

4.

Vehicle performance

4.

Please indicate the primary driver's age.

.

Please indicate your ethnicity

.

Shift between gears is rough/harsh under normal driving conditions

Please describe conditions when this trouble occurs:

Shift between gears is rough/harsh under normal driving conditions	
Going into which gear/gears does the trouble occur? (check all that apply)	first gear winds out too long hen roughly shifts into second The trans does not want to down shift when accelerating at freeway speeds, winds too long same as second gear, this is intermittant hesitates/slips when cold
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.

Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	The boat shifter does not shift all the way into park sometimes. The button seems difficult to push in The car goes to reverse instead of park
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	
Rear view styling (rear fascia, bumper)	4.
Safety and visibility while driving	4.
Fuel economy and driving range	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine performance during acceleration	5.
Ride quality	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
Transmission gear change performance (smoothness)	3.
Exterior design and appearance (overall impression)	4.
What is your attitude overall towards your new car?	4.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Clarity of sound	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Headlight illumination/performance during night-time driving	2.
What are your favorite parts of your new vehicle?	engine, uconnect
Vehicle storage and space usage	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Overview	
Please provide feedback on how Chrysler can improve the Smartphone Application	Not much tech info on the app.
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
What have you used to view your DVD? (check all that apply)	Computer/laptop.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Please explain further about your choice to recommend your vehicle:	I think the 300 is a tremendous value. I consider the issues that I have had to be relatively minor. Admittedly, I need to go in and have my headlights adjusted. The trans needs some help though. I love the V6 and the interior/controls are great. I wanted a 300s but there were none available when I needed a car.
DVD format is easy to understand and use	3 (neither agree nor disagree).
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which feature or section of the Smartphone Application did you find least helpful and why?	The parking reminder. I could just use my note pad on my phone which is also audible so I don't have to type
Printed User Guide covers the necessary features	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The headlights are the only disappointing thing and I would really liked to have parking sensors as well as the camera
What Can We Do Better?	
What has Chrysler done right?	They seem to be doing many things right. The new 200 is awesome, just a little small for me.
Headlights aimed incorrectly	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate which headlight is not aimed properly (check all that apply):	When brights are on the light is too high When brights are on the light is too high
Additional Comments:	The brights make no difference when on. I keep my fog lights on constantly for more light
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears. Shifts at wrong times. Shift between gears is rough/harsh under normal driving conditions.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Shifts at wrong times	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Please describe conditions when this trouble occurs:	
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	This trans shifts erratically in nearly every gear. It is not dangerous or even faulty in my opinion. It just has very strange shifting that is sometimes mildly rough
Are you using your vehicle for towing when the problem occurs?	No.
Headlights not bright enough	
Please describe conditions when this trouble occurs:	All the time, the brights make no difference and are aimed poorly
Please describe the trouble you experienced:	Headlights and brights are not bright enough

Headlights not bright enough	
Additional Comments:	I have not addressed this with the dealer but I intend to. My car does not have xenon lights.
Lights	
Lights	Headlights not bright enough. Headlights aimed incorrectly.
Hesitation or delay when shifting between gears	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Vehicle Exterior.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG0DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	11/13/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6310210288
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K278233254
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	272769320	Report Version	5	Open Date	10/03/2014
Close Date	10/03/2014	Narrative Date	10/10/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Body Style and ride
Is there anything about your new vehicle you would like to see changed?	Racing style seats
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
Overall audio, entertainment, and navigation system impression	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Climate control operation (function and ease of use)	3.
Ease of using system displays while driving	4.
Integration with phones	3.
Integration with media players	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Ride quality	5.

About You

What price did you pay for your vehicle?	I don't remember
Primary vehicle in your household:	My partner drives this one
	2014.
	2500.
	Ram.
Did you purchase or lease your vehicle?	Purchase.
When considering this vehicle	Research online.

About You	
Secondary vehicle you were considering: Which, if any, influenced your purchase decision? (check all that apply): Ability to test drive Vehicle performance Vehicle fuel economy Please indicate your ethnicity Please tell us about the vehicle you replaced (if applicable)	Interact with dealership by phone. Test drive the vehicle. Visit the dealership. Secondary Considered Vehicle: Used. Vehicle test drive. 5. 5. 5. [REDACTED]. Chevrolet. Equinox. New 2008. [REDACTED] \$60,000 - \$79,999. 0. 1987. F-150. Farm truck Ford. 27-28 mpg. [REDACTED] 5. [REDACTED]. [REDACTED]. Primary Considered Vehicle: Used. Professional Specialty. 5. 5. English. I wanted a sportier vehicle, but also wanted the room that the charger gives you. 4. 4 year college degree. 5. 5. No. Rural. Other (please specify). 3. 5.
What year were you born? What is your total household income (before taxes)? How may children 17 or under live in your household? Secondary vehicle in your household:	
What is your average miles per gallon (MPG) with your vehicle? Please indicate the primary driver's age. Financing options Please indicate your occupation status. Please indicate your gender Primary vehicle you were considering: Please indicate your occupation. Vehicle quality Vehicle styling What is your primary language? Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle. Trade-in allowance Please indicate your highest education level Vehicle availability Dealership treatment Is this your first new vehicle ever purchased / leased? Which of the following best describes the area you live in? What is your current marital status? Price Convenience of dealership location	
Squeak/rattle/abnormal noises from center console	
Additional Comments: Please describe conditions when this trouble occurs: To the best of your recollection, the trouble was first noticed: Approximate mileage when trouble was first noticed was: How often does this trouble occur? Please describe in the box below where from the center console the trouble with abnormal noises is located:	It only occurred once, but it was pretty loud. Could have been related to a broken piece in the air vent to the right of the console. I was driving interstate More than 3 months after delivery. 8000 miles or above. Trouble occurs intermittently. The rattle/noise seemed to be coming directly behind the center console
What Can We Do Better?	
What has Chrysler done right? Feedback/Concerns:	Overall I really like the style, drive, and build of my charger. It feels like a "real" car, much like the larger vehicles that my parents had when I was a kid. It feels solid, but sporty at the same time. I would recommend a gearshift that is more solid when changing the gears, to ensure that it goes in the right gear - or into park correctly. Once I accidentally knocked it into low gear and didn't realize it right away, and more than once I thought I had it in park and started to step out to close my gate, and the car started to roll - and I realized it was in neutral instead of park.
Other	
Please describe the other trouble you experienced: Please describe conditions when this trouble occurs:	The gear shifter is tricky. Very easy to put into the wrong gear, or to not have all the way in park when parking the vehicle.

Other	
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Approximate mileage when trouble was first noticed was:	8000 miles or above.

Heater takes too long to get hot	
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please describe conditions when this trouble occurs:	When it's really cold
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.

Operation and Performance	
Operation and Performance	Windows fog up a lot/take too long to clear/do not clear adequately. Heater takes too long to get hot. Air condi ioner takes too long to get cold.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Have you requested a paper version of the owner manual?	No.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	I have not had the time to do so
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Was the trouble resolved to your satisfaction?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Air conditioner takes too long to get cold	
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Additional Comments:	It just seems to take a long time to cool the vehicle when it's hot outside
Please describe conditions when this trouble occurs:	Summer heat
How often does this trouble occur?	Trouble occurs regularly.

Exterior moldings/trim pieces loose/misaligned/falling off	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):	The molded mudflap came partially loosened The molded mudflap came partially loosened
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:	Exterior molding/trim is loose.
Additional Comments:	This has recen ly been fixed at the dealership, under warranty

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Other. Vehicle Exterior. Interior Climate Control.

Windows fog up a lot/take too long to clear/do not clear adequately	
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Please describe conditions when this trouble occurs:	Fall weather, early morning
Please indicate the trouble with the front defroster (check all that apply):	They seem to fog back up after being cleared. During fall weather, sometimes have to run the defog continuously in the morning drive.

Exterior Appearance/Paint:	
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Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Exterior moldings/trim pieces loose/misaligned/falling off.
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from center console.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I am not crazy about the gear shifter. The climate control seems to take forever to make small adjustments warmer or colder. I often seem to have to turn it off the back on in order to get the temperature to change. I wish the seats were a bit deeper. I wish they had seats similar to the 81 trans-am I once had.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH8EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	11/06/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6296320365
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K302361561
Color	PX8	PITCH BLACK					

Report Number	4	System Key	272769328	Report Version	5	Open Date	10/03/2014
Close Date	10/03/2014	Narrative Date	10/10/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Vehicle Satisfaction Ratings

Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Body style, interior accent lighting, performance and economy, comfort
Overall audio, entertainment, and navigation system impression	2.
Ease of using system displays while driving	3.
Engine exhaust sound	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Clarity of sound	3.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
How do you feel about the durability of your new vehicle?	4.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Integration with phones	1.
Integration with media players	2.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
What is your attitude overall towards the BRAND of your new car?	5.
Transmission gear change performance (smoothness)	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Fuel economy and driving range	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	uConnect improvement
Navigation system route accuracy	2.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	The new completely electronic shifter is a challenge to get use to. I would prefer the older shifter from the 2013 model year, but with he 8 speed transmission. There was an occasion at a parking lot where I thought it had shifted into park, but started to roll forward and I almost hit the car parked in front of me. With he older style shifter, there was a more posi ive physical indication you were in Park.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	

Gear selector is difficult to operate (auto. trans.)

Additional Comments:

The new completely electronic shifter is a challenge to get use to. I would prefer the older shifter from the 2013 model year, but with he 8 speed transmission. There was an occasion at a parking lot where I thought it had shifted into park, but started to roll forward and I almost hit the car parked in front of me. With he older style shifter, there was a more posi ive indication you were in Park.

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

At delivery.

Why is the gear selector difficult to operate?

Other (please describe).

About You

Please indicate your ethnicity

[REDACTED]

Secondary vehicle in your household:

Dodge.

Secondary Household Vehicle: Purchased Used.

2006.

Durango.

What is your total household income (before taxes)?

\$80,000 - \$99,999.

How many children 17 or under live in your household?

[REDACTED]

Please tell us about the vehicle you replaced (if applicable)

2007.

Replaced Vehicle: Purchased Used.

Ram 1500.

Dodge.

4.

Research online.

Vehicle test drive.

Manufacturer?s website.

NHTSA or IIHS safety ratings.

Previous experience with the vehicle/brand.

On-Line blogs or forums.

Dealership information.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

What year were you born?

[REDACTED]

Financing options

3.

Trade-in allowance

5.

Primary vehicle in your household:

Dodge.

Primary Household Vehicle: Purchased Used.

2013.

Dart.

English.

No.

What is your primary language?

Purchase.

Is this your first new vehicle ever purchased / leased?

Secondary Considered Vehicle: Used.

Did you purchase or lease your vehicle?

Suburban.

Secondary vehicle you were considering:

\$32,000

Which of the following best describes the area you live in?

2014.

What price did you pay for your vehicle?

Ford.

Primary vehicle you were considering:

Primary Considered Vehicle: Used.

Fusion.

Dealership treatment

3.

Vehicle quality

3.

Vehicle styling

3.

Price

4.

Vehicle performance

4.

Vehicle fuel economy

4.

Please indicate your gender

[REDACTED]

What is your current marital status?

[REDACTED]

Please indicate your occupation.

[REDACTED]

Please indicate the primary driver's age.

[REDACTED]

Convenience of dealership location

5.

Please indicate your occupation status.

[REDACTED]

What is your average miles per gallon (MPG) with your vehicle?

19-20 mpg.

Please indicate your highest education level

2 year college degree.

Ability to test drive

3.

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system is difficult to use. Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Slips/will not engage gear properly/shifts erratically	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	See above note. It is less noticeable under normal acceleration, but is more pronounced under hard acceleration.
Are you using your vehicle for towing when the problem occurs?	No.
Please describe conditions when this trouble occurs:	
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
How often does this trouble occur?	Trouble occurs regularly.
Going into which gear/gears does the trouble occur? (check all that apply):	Not sure if it is 3rd or 4th gear, but when the engine is warm, but only driving for about 5 minutes after cold start, when you accelerate into traffic there is a very noticeable harsh shift. It only happens once, and in one gear, and only after a cold start.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions. Navigation system freezes-up/will not work. Difficulty accessing Points of Interest.

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please explain further about your choice to recommend your vehicle:	It is fun to drive, and the looks are amazing. It has both performance when needed, and economy on long trips. I recently came back from Albany, NY to Virginia Beach, VA and got 32 MPG average, AND 300HP! That makes me happy. Of course, if I need the power, it is there, and I will get less gas mileage, but it is my choice. I like the fact I have that wide range from performance to economy. Too many times cars sacrifice performance for economy. I like having my cake and eating it too! Now, can I have a Hellcat please?
Which automotive publications do you subscribe to? (check all that apply)	I get my info from posts on Facebook.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Hands-Free Phone / Bluetooth system voice activation doesn't recognize command	
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	The Samsung Galaxy S5 has a hands free car app built in that puts yours to shame. Perhaps you should collaborate with the cell phone manufacturers? Also, if you made your system software upgradable, then the fact that people own cars longer than cell phones wouldn't date your technology.
Please indicate which words, if any, are constantly misrecognized:	Words? It doesn't recognize anything I say. Also, the commands it is suppose to recognize are not intuitive. Google and Siri make your voice recognition look like a caveman made it.
What button did you use?	

Detail on High Rated Items	
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	300 HP!
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	32 MPG coming back from a trip. Very nice marriage of economy and performance.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	I was surprised at how quiet the interior is. You can see the difference when you open and close the sun shade for the sunroof. Well done.

Detail on High Rated Items

You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.

You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.

You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.

You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.

Love the solid black rims from the Blacktop edition. I prefer solid wheels rather than "clad" wheels that simply have a plastic faux chrome cover.

The automatic headlights are a wonderful feature.

Blacktop edition was brilliant idea. Love the all black/solid color styling.

It looks amazing. I like the all solid color from the Blacktop package.

The backup camera is blurry. I suppose it is because we are spoiled by high definition TVs and cell phones these days. It seems odd that the backup camera appears so out of focus. Image is not as sharp as I would expect from the level of technology we have today. Also, uConnect has been a major disappointment, especially when compared to the features that are compatible with Ford's Sync and current Android phones, but do not work with the uConnect. When I called to complain, all I got was "Sorry". Not good enough. You need to fix that. If your system advertises hands free text features, it should work with most of the common phones out there. Why would you have features that do not work with the most common phones. I hate iPhone, so why do you worry about those elite iPhone snobs? Most of those smug jerks drive Prius' anyway.

The LED racetrack lighting looks sharp.

How do you define sexy?

Paint blemish/dirt in paint/foreign material under surface

Additional Comments:

I piked the car up at night. It rained a lot the first week I owned the car, so I didn't notice until about 2 weeks later when I picked my car up after having the paint protection package applied at the dealership. I would think there should be better quality control.

Please indicate the location of the paint issue (check all that apply):

It looks as though there was some sort of circular buffer used and it dulled the paint in that area, as if the topcoat wasn't dry before buffing.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

What Can We Do Better?

Feedback/Concerns:

Improve your uConnect system so it works with all Samsung phones! Make the system upgradeable/expandable.

What has Chrysler done right?

32 MPG and 300HP! Plus, the Hellcat is absolutely amazing! It's about time someone went back to the American muscle car roots!

Text messaging broken/not working

Additional Comments:

Why would you design a feature that does not work with almost all Android phones? Ford Sync works brilliantly. Yours sucks.

Please describe the trouble you experienced (check all that apply):

See previous note

No phone currently available from Verizon will work with text feature. It makes the feature pointless. This feature was a selling point for me, and after purchasing the car, discovered it was not compatible with my phone. I even got a new phone, and it still wasn't compatible. How can such an advanced system not work with the latest phones?

Hands free text feature was an influential selling point. I was extremely disappointed to learn it is not compatible with most phones on the market.

See previous note

See previous note

How often does this trouble occur?

Trouble occurs regularly.

Did this trouble occur after starting the vehicle?

Yes.

Do you have the Uconnect Access free form speech option?

Yes.

Please describe conditions when this trouble occurs:

Messaging is not compatible with my Samsung Galaxy S5

Navigation system freezes-up/will not work

How often does this trouble occur?

Trouble occurs intermittently.

Additional Comments:

When traveling from Williamsburg, VA to Virginia Beach, VA, the system locked up and I didn't realize it, causing me to miss my exit. I have found that the system has an unpredictable flaw is unreliable for navigation in unfamiliar locations. All I use it for now is to see an ETA on known routes. My phone navigation with Google Maps is more reliable!

Please describe conditions when this trouble occurs:

Trips longer than 1 hour.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

uConnect shortfalls, paint blemish, faded lock button on the driver door handle.

Entertainment/Navigation System/Connectivity

If known, please tell us your software version	Android 4.4.4
Entertainment/Navigation System/Connectivity	N/A
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	Galaxy S5 (SM-G900V)
Please choose your cell phone brand	Samsung.

Navigation system works, but missing information; has incorrect information; gives wrong directions

Additional Comments:	For how much the system costs, you would expect better. Cell phones cost less and outperform your navigation system. Also, you should make it user updateable via consumer downloads and USB. I can upgrade my Garmin GPS device this way, as well as my Tom Tom. Its not hard, and we have the technology. Actually, it is old technology, so why are you so behind on the imes?
Please indicate which navigation system item has trouble (check all that apply):	Didn't I just answer this?
Please indicate which of the following best describes your concern (check all that apply):	I do not know why, but one day my GPS began telling me to go alternate routes that were longer, even though no traffic indications were present on the navigation screen.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Vehicle Exterior. Transmission and Drivetrain.
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Automatic Transmission

Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Slips/will not engage gear properly/shifts erratically.
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Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	As I have said ad nauseam, your uConnect is lacking. I have been disappointed in the features. See my previous comments for clarity, or call me. I will be willing to give you and ear full. Also, after only about 6 months, the lock button on the drivers door appears to be turning grey and sun-faded. I would of thought it would last longer. The software seems a bit glitchy. Hire someone who isn't an iPhone user to work on it. When my navigation gives me erroneous information, my confidence level drops. My Garmin Nuvi works better than your Garmin uConnect. Also, the media player using the SDHC card doesn't always display the album cover art or the title of the song in proper format. I know that is probably an encoding feature from the source, but it sure would be nice if you had something we could download on our home computer that would properly format the music files so they can display correctly. If there is, perhaps you should mention that on your website. I know you dont want to endorse third party software, but it would be nice if you could provide some sort of referral to enhance owners experience when it comes to playing music files on your device. Just my opinion.
You rated integration with phones Low. Use this space to provide any specific comments you would like to share.	See my previous comment about iPhone users and Prius drivers...

Difficulty accessing Points of Interest

Please describe the trouble with the Points of Interest within the Navigation system	Does not search, hangs with hourglass displayed
Additional Comments:	It takes several minutes to try and search for something by name. Usually I just hit cancel and look it up on my phone. Makes your system pretty much useless. Why have a feature that is horrid compared to a cell phone? What are you using, an Intel 286 processor from the early 90's? Car is awesome. Your technology sucks.

Voice Activation / Recognition doesnt recognize command

Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
What button did you use?	

Exterior Appearance/Paint:

Exterior Appearance/Paint:	Paint blemish/dirt in paint/foreign material under surface.
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Text Messaging

Text Messaging	Text messaging broken/not working.
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Welcome

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG3EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	07/03/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6164411225
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K167463649
Color	PX8	GLOSS BLACK					

Report Number		System Key	273463203	Report Version	5	Open Date	10/09/2014
Close Date	10/09/2014	Narrative Date	10/16/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

About You

How may children 17 or under live in your household? 1

Please tell us about the vehicle you replaced (if applicable) 2011.
Kia.
Replaced Vehicle: Purchased Used.
Sorento.

Ability to test drive 4.

Vehicle performance 4.

Vehicle fuel economy 4.

Price 5.

Please indicate your ethnicity

When considering this vehicle Research online.
Interact with dealership by email.
Interact with dealership by phone.
Test drive the vehicle.
Visit the dealership.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Convenience of dealership location 3.

Vehicle availability 4.

Dealership treatment 4.

Vehicle quality 4.

Vehicle styling 4.

Please indicate your highest education level 4 year college degree.

What is your primary language? English.

Primary vehicle you were considering: Jeep.
Grand Cherokee.
2014.
Primary Considered Vehicle: Used.
Lease.

Did you purchase or lease your vehicle? No.

Is this your first new vehicle ever purchased / leased? No.

Primary vehicle in your household: Primary Household Vehicle: Purchased Used.
Chevrolet.
Traverse.
2013.
Secondary Considered Vehicle: Used.
Suburban.

Secondary vehicle you were considering:

Which of the following best describes the area you live in?

What price did you pay for your vehicle?

What year were you born?

What is your average miles per gallon (MPG) with your vehicle? 19-20 mpg.

Trade-in allowance 4.

Please indicate your gender

What is your current marital status?

Secondary vehicle in your household: Secondary Household Vehicle: Purchased Used.

Please indicate the primary driver's age.

Financing options 4.

Please indicate your occupation status.

About You	
Please indicate your occupation.	Sales Work.

Vehicle Satisfaction Ratings	
Navigation system route accuracy	3.
Engine exhaust sound	3.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Integration with phones	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Wheels, rims, and tires appearance and styling	3.
Ease of using system displays while driving	4.
Rear view styling (rear fascia, bumper)	4.
Engine sound	4.
Fuel economy and driving range	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Transmission gear change performance (smoothness)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What are your favorite parts of your new vehicle?	look, feel, affordable
Support for popular music/video formats	4.
Engine performance during acceleration	4.
Ride quality	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Safety and visibility while driving	5.
Is there anything about your new vehicle you would like to see changed?	gear shifter. When putting into park, sometimes goes into reverse and begins to move. Put 20" rims on the AWD version.
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	iphone 5s
Please choose your cell phone carrier	Verizon Wireless.
If known, please tell us your software version	
Entertainment/Navigation System/Connectivity	Voice activation never understands my commands when using navigation system. Always puts up the incorrect address/location.
Please choose your cell phone brand	Apple.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	
No.	

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG2DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	11/16/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6313220480
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M265200764
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	273463284	Report Version	5	Open Date	10/09/2014
Close Date	10/09/2014	Narrative Date	10/16/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Other

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	After it went in AWD
Please describe the other trouble you experienced:	Car stays in all wheel drive too long. Is now in AWD & wheels haven't slipped in months.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	Electronic shifting is dangerous. Many times I think it is in park & it is really in reverse. Cannot shift from drive to reverse quickly.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Entertainment/Navigation System/Connectivity.
	Transmission and Drivetrain.
	Other.

Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions.
	Difficulty accessing Points of Interest.

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

Do you usually set HVAC vent direction toward ceiling?	No.
What button did you use?	
Please indicate which words, if any, are constantly misrecognized:	Names of people I'm calling
How often does this trouble occur?	Trouble occurs intermittently.

Automatic Transmission

Automatic Transmission	Shifting paddles/buttons difficult to operate.
	Gear selector is difficult to operate (auto. trans.).

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
------------------------------	---

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Entertainment/Navigation System/Connectivity

If known, please tell us your software version	
Please tell us your cell phone model	iphone 5C
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.

Shifting paddles/buttons difficult to operate

Please describe conditions when this trouble occurs:	
How often does this trouble occur?	Trouble occurs regularly.

Shifting paddles/buttons difficult to operate

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Difficulty accessing Points of Interest

Please describe the trouble with the Points of Interest within the Navigation system

Hard Controls/Menu

Hard Controls/Menu

Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location.

Navigation system works, but missing information; has incorrect information; gives wrong directions

Please indicate which navigation system item has trouble (check all that apply):

Old system provided upcoming "rest areas" Current DOES NOT!

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG5EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	08/04/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6195410427
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K158461246
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	273463404	Report Version	5	Open Date	10/09/2014
Close Date	10/09/2014	Narrative Date	10/16/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born? [REDACTED]

Trade-in allowance 1.

Primary vehicle in your household: 2007.
Primary Household Vehicle: Purchased Used.
Dodge.
Ram 1500.

Convenience of dealership location 3.

Dealership treatment 4.

Vehicle quality 4.

Vehicle styling 5.

Please indicate your ethnicity [REDACTED]

Please indicate your gender [REDACTED]

Which, if any, influenced your purchase decision? (check all that apply):
Previous experience with the vehicle/brand.
Manufacturer's website.
NHTSA or IIHS safety ratings.
Vehicle test drive.
Purchase.
Research online.
Test drive the vehicle.
Visit the dealership.
Secondary Considered Vehicle: Used.

Did you purchase or lease your vehicle? [REDACTED]

When considering this vehicle
Research online.
Test drive the vehicle.
Visit the dealership.
Secondary Considered Vehicle: Used.

Secondary vehicle you were considering:
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Financing options 1.

What is your average miles per gallon (MPG) with your vehicle? 21-22 mpg.

Please indicate your highest education level 4 year college degree.

Please indicate the primary driver's age. [REDACTED]

Please indicate your occupation status. [REDACTED]

What is your primary language? English.

What is your current marital status? [REDACTED]

Is this your first new vehicle ever purchased / leased? No.

Secondary vehicle in your household: Secondary Household Vehicle: Purchased Used.
2013.
Hyundai.
Accent.
Urban.

Which of the following best describes the area you live in?

Vehicle availability 1.

Vehicle fuel economy 4.

Primary vehicle you were considering: Primary Considered Vehicle: Used.

Please tell us about the vehicle you replaced (if applicable) Replaced Vehicle: Purchased Used.

What price did you pay for your vehicle?

How many children 17 or under live in your household? 0.

Price 3.

Ability to test drive 3.

Vehicle performance 4.

Please indicate your occupation. Professional Specialty.

Entertainment/Navigation System/Connectivity

Please tell us your cell phone model 5

If known, please tell us your software version 8.0.2

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Apple.

Overview	
Please explain further about your choice to recommend your vehicle:	Excellent features, great body style, comfortable and stylish interior, surprising performance.
Please provide feedback on how Chrysler can improve the Smartphone Application	Some menu selections cause the app to close.
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which feature or section of the Smartphone Application did you find least helpful and why?	Chrysler Concierge - vehicle info, Audio & connectivity, radios, 8.4 & 8.4N at a glance crashes.
Smartphone Application covers the necessary features	4 (agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Printed User Guide covers the necessary features	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Information in the Smartphone Application is easy to find and access	4 (agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.

What Can We Do Better?	
Feedback/Concerns:	I wish I had better understood connectivity when I ordered and would have considered option to perform certain functions with my phone (lock/unlock doors, etc).
What has Chrysler done right?	So far, very impressed with the style, comfort and technology of the vehicle.

Speakers rattle	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	Not excessive volume but certain frequency
Please indicate which speaker has trouble (check all that apply):	Have not yet been able to isolate location. Intermittent.
Please indicate which media sources were being played (check all that apply):	Only a certain narrow range of low frequency.
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Satisfaction Ratings	
Interior noise level while driving	4.
Engine sound	4.
Integration with phones	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Safety and visibility while driving	4.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.

Vehicle Satisfaction Ratings	
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	Limited visibility around interior rear view mirror due to all the sensors.
Wheels, rims, and tires appearance and styling	3.
Overall audio, entertainment, and navigation system impression	4.
Head/leg/foot room	4.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	Headlight performance, technology.
Clarity of sound	4.
Integration with media players	5.
Vehicle storage and space usage	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

Detail on High Rated Items	
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Excellent integration with phonebook.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Steering wheel controls logical and well placed. Integration of navigation info between main screen and EVIC display.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Excellent visibility overall and the aiming of the headlights on curves is excellent.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	None so far.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers rattle.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG0EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	12/04/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6316311093
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K318361646
Color	PDC	PEWTER GREY PEARL COAT					

Report Number		System Key	273630032	Report Version	5	Open Date	10/10/2014
Close Date	10/10/2014	Narrative Date	10/17/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I think I've expressed all of my feelings about this vehicle and my dealership. Thanks for this opportunity.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	I like Dodge, Chrysler Jeep.
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	I simply love it. My last car was only 2 years old, but I had to enter my location and destination. This is sooooo much easier.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	None
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Placement of controls is well done
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	I had to buy a better sound system to get the color I wanted. My color was readily available. DR DRE
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	It's almost mood lighting
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	My color is great and styling is beautiful
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	The navigation system is outstanding. I no longer am concerned about getting somewhere.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Village Motors in Chelsea. Steve Smyth is my salesperson. A great place to do business.

Detail on Low Rated Items

You rated integration with phones Low. Use this space to provide any specific comments you would like to share.	I've already addressed this issue earlier in the survey.
You rated headlight illumination/performance during night-time driving Low. Use this space to provide any specific comments you would like to share.	I shared his earlier.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	phone connectivity, head lamp issues. front driver's door. all addressed earlier

Overview

Please provide feedback on how Chrysler can improve the Printed User Guide	i've looked to see what the envelope on my dashboard means. I can't find it. Quit looking. It's some hing like manuals that come with electronics these days. The assumption is made that there is a certain amount of information you should already know so it's not included in the guide. I also had difficulty linking my phone to the car. My dealer and my son also had trouble. I finally took it to my brother. He also said he couldn't get it to work. Then one day, as I'm talking to my brother while in my car, the phone linked up to the car.
Which feature or section of the Printed User Guide did you find least helpful and why?	See above.
Printed User Guide covers the necessary features	2 (disagree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	They did the computer updates they had. Said to bring it back ifit continues. I just don't have this kind of time.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Information in the Printed User Guide is easy to find and access	2 (disagree).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Did you review the Printed User Guide?	Yes.
Was there information needed that was not included in the User Guide?	Yes. Envelope in the dash. Adequate help to link my phone to my car.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Was the trouble resolved to your satisfaction?	No.
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

What Can We Do Better?	
Feedback/Concerns:	Just so you know...not everyone has a smartphone. My connectivity to my car shouldn't be affected because I've chosen to not own a smartphone. I'd really preferred to continue to drive a Jeep as I have for many years. No incentives or rebates were offered at the time my lease was up. So, I got a 300. I find that loading and unloading groceries with this 300 is not nearly as easy as it was with my Jeep. Also, I miss the cargo space.I also liked sitting up higher. It's been years now since I could get an incentive for being a returning Jeep leasee. Why not? Jeep is making you a ton of money!
What has Chrysler done right?	My Chrysler 300 is a beautiful and very comfortable car. I'm proud to drive it and for the most part, I'm very happy. I love my dealership. I do appreciate the better gas mileage. The styling on this 300 is beautiful. Trunk space is adequate. I really like the pull down console in the back seat. The interior lighting is impressive. It has so many features that if I had to, I think I could live in it. :)

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	The shifter, headlights, cell phone connectivity
Ease of using system displays while driving	3.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Overall audio, entertainment, and navigation system impression	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ride quality	5.
Headlight illumination/performance during night-time driving	1.
Integration with media players	3.
Ease of getting into and out of vehicle	3.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Interior lighting, looks and comfort
Integration with phones	1.
Transmission gear change performance (smoothness)	2.
Engine sound	4.
Fuel economy and driving range	4.
Rear view styling (rear fascia, bumper)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Wheels, rims, and tires appearance and styling	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Headlights not bright enough	
Additional Comments:	This particular problem is very disconcerting.
Please describe conditions when this trouble occurs:	Any time at night when I use low beams.

Headlights not bright enough

Please describe the trouble you experienced:

On low beam, there is a definite horizontal line of visibility, where the road ahead is brightened with the headlamps and above it, where it is dark. Consequently, I drive as often as I can with the high beams on.

About You

What is your total household income (before taxes)?

\$80,000 - \$99,999.

Vehicle availability

1.

Primary vehicle you were considering:

2014.

Jeep.

Primary Considered Vehicle: Used.

Grand Cherokee.

Price

5.

Please indicate your ethnicity

[REDACTED]

Secondary vehicle in your household:

Dodge.

2002.

Ram 1500.

Secondary Household Vehicle: Purchased Used.

What is your current marital status?

[REDACTED]

When considering this vehicle

Research online.

Visit the dealership.

Test drive the vehicle.

Trade / technical school.

Please indicate your highest education level

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

What price did you pay for your vehicle?

30.000

Please tell us about the vehicle you replaced (if applicable)

2011.

Jeep.

Replaced Vehicle: Purchased Used.

Grand Cherokee.

Primary vehicle in your household:

2014.

300.

Chrysler.

Primary Household Vehicle: Purchased Used.

Please indicate the primary driver's age.

[REDACTED]

Please indicate your occupation.

[REDACTED]

Please indicate your occupation status.

[REDACTED]

What is your primary language?

English.

Did you purchase or lease your vehicle?

Lease.

Is this your first new vehicle ever purchased / leased?

No.

Which, if any, influenced your purchase decision? (check all that apply):

cost and lack of rebates and incentives

Secondary vehicle you were considering:

Secondary Considered Vehicle: Used.

Which of the following best describes the area you live in?

Suburban.

What year were you born?

[REDACTED]

How many children 17 or under live in your household?

0.

What is your average miles per gallon (MPG) with your vehicle?

23-24 mpg.

Please indicate your gender

[REDACTED]

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Going into which position is the gear selector difficult to operate? (check all that apply):

I've been driving my car for almost a year now. This shifting should be second nature by now and it is not.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Please describe conditions when this trouble occurs:

I've thought it was in park at a gas station, in my driveway, at the library. You may argue that I should pay closer attention. Well, believe me, I am now. I literally had to jump back into the car at the gas station when it began rolling away. Fortunately, I hadn't started pumping gas yet.

Why is the gear selector difficult to operate?

Other (please describe).

Shift between gears is rough/harsh under normal driving conditions

Going into which gear/gears does the trouble occur? (check all that apply)

there is a jerking motion between gears. The technician at my dealership couldn't find a problem. Said to bring it back if it continues. He did the computer updates that were available. I simply don't have the time to take it back in again. It means trying to get another car to drive to work.

It happens often. I've not paid attention to which gears are worse.

Please describe conditions when this trouble occurs:

My driving is usually under normal conditions. I don't accelerate quickly.

To the best of your recollection, the trouble was first noticed:

More than 3 months after delivery.

Shift between gears is rough/harsh under normal driving conditions

How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Headlights aimed incorrectly

Please indicate which headlight is not aimed properly (check all that apply):	same as above both headlights, actually
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain. Vehicle Exterior.
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Slips/will not engage gear properly/shifts erratically

Please describe conditions when this trouble occurs:	
Additional Comments:	The new style shifter is problematic. I've had several occasions when the car should have been in park and actually was in N. The car of course moves as I'm getting out. This new style shifting mechanism is horrible and dangerous.
Are you using your vehicle for towing when the problem occurs?	No.

Front doors are difficult to open/close

Please indicate which of the following best describes your concern (check all that apply):	The doors open so wide that I really have to stretch to get a hold to close the drivers door. When it's raining, it's really inconvenient and I get wet. I have at night, wondered about the security of having to lean so far out to close the door.
Please describe conditions when this trouble occurs:	It is the nature of this door
Please indicate which door is difficult to open/close (check all that apply):	The door itself is not difficult to close. I just have to reach out so far to get it.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Front Doors

Front Doors	Front doors are difficult to open/close.
-------------	--

Lights

Lights	Headlights aimed incorrectly. Headlights not bright enough.
--------	--

Automatic Transmission

Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Slips/will not engage gear properly/shifts erratically. Gear selector is difficult to operate (auto. trans.).
------------------------	---

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
--	-----

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CCAAG2EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	09/30/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6256310483
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K269361491
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	273631499	Report Version	5	Open Date	10/12/2014
Close Date	10/12/2014	Narrative Date	10/17/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born?

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Trade-in allowance

Please tell us about the vehicle you replaced (if applicable)

Primary vehicle you were considering:

What is your average miles per gallon (MPG) with your vehicle?

Primary vehicle in your household:

Price

Ability to test drive

Vehicle quality

Vehicle fuel economy

Please indicate your ethnicity

Please indicate your occupation.

Secondary vehicle in your household:

When considering this vehicle

Which of the following best describes the area you live in?

Please indicate your occupation status.

Secondary vehicle you were considering:

Vehicle performance

What price did you pay for your vehicle?

What is your total household income (before taxes)?

Which, if any, influenced your purchase decision? (check all that apply):

How may children 17 or under live in your household?

Convenience of dealership location

Financing options

Please indicate your highest education level

Vehicle availability

Dealership treatment

Interior cabin space and ride

1.

1997.

No

LeSabre.

Buick.

2014.

Honda.

No

Accord Sedan.

25-26 mpg.

300.

Primary Household Vehicle: Purchased Used.

2014.

Chrysler.

5.

5.

5.

5.

.

.

Ford.

Mustang.

Secondary Household Vehicle: Purchased Used.

2004.

Interact with dealership by email.

Interact with dealership by phone.

Research online.

Visit the dealership.

Test drive the vehicle.

Rural.

.

No

Sentra.

2014.

Nissan.

5.

26,400

\$40,000 - \$59,999.

Vehicle test drive.

Recommendations from friends or family.

0.

2.

4.

2 year college degree.

5.

5.

About You	
Vehicle styling	5.
Please indicate the primary driver's age.	██████
What is your primary language?	English.
Please indicate your gender	██████
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	Console protruding in to rear seat making it awkward for 3rd passenger's legs
Integration with phones	2.
Support for popular music/video formats	3.
Brake responsiveness/effort	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	Seats and looks
Clarity of sound	4.
Integration with media players	4.
Ease of getting into and out of vehicle	4.
How do you feel about the durability of your new vehicle?	4.
Appearance of exterior paint	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
What is your attitude overall towards your new car?	5.
Safety and visibility while driving	3.
Head/leg/foot room	4.
Climate control operation (function and ease of use)	4.
How was your purchasing experience (the dealer/dealership)?	4.
Rear view styling (rear fascia, bumper)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Ease of using system displays while driving	4.
Wheels, rims, and tires appearance and styling	4.
Steering wheel adjustment	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Vehicle storage and space usage	5.
What is your attitude overall towards the BRAND of your new car?	5.

Detail on High Rated Items	
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	It is responsive. Sometimes I'm not sure of clearances and have been told to dock the Queen Mary. I haven't been close enough to curb. Parallel parking was always a strong point for me, 4 inches from the curb. Haven't gotten there yet.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Like taking your sofa out for a spin.Many, many passengers comment on it.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Oh yeah. This is the closest any car has come to taking your sofa down the road. Knobs are greatly appreciated for controls, in fact, recent article highlighted touch controls are not great.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	This is a large car, gigantic by today's standard, I'm very happy with gas mileage.
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	very smooth.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Interior leather steering wheel, seats, controls, illumination (particularly blue light on instruments-love that)
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	It's haunches look like a leopard ready to pounce with great speed.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Many comments from passengers reflect my thoughts, when starting it is just plain sexy.

Detail on High Rated Items	
<p>You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.</p> <p>You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.</p> <p>You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.</p> <p>You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.</p> <p>You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.</p> <p>You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.</p> <p>You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.</p> <p>You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.</p> <p>You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.</p> <p>You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.</p> <p>You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.</p> <p>You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.</p> <p>You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.</p>	<p>Massive and masculine. One competitive bodybuilder sat in it and his mom said, "You look gangsta" Chuckle. Can't imagine a world class bodybuilder driving anything else.</p> <p>Oh, those 60-40 fold down seats are sooooo perfect for a guy who needs a pick up truck on occassion.</p> <p>Quietest car I've ever owned. DID NOT hink car could be so quiet.</p> <p>Shines real nice. Had to buy touch up paint at dealership upon pick up. Pin head paint chip on door.</p> <p>This car supplies height of seat back past shoulders and wide enough to support buttocks and also give full support to highs. Rode in one car, back was only half way up my back and wafer thin. You did it right.</p> <p>Very masculine car. Bold and distinctive. It's a man's mans car.</p> <p>Yes I did, and like all of it EXCEPT gear shift lever.I have struggled with getting in right spot.</p> <p>Disagree. Nighttime visibility is a concern. top half of windshield has non glare tint...limits visibility.</p> <p>Great hood, lights. Looks like a flagship.I own many autique cars and it is distinctive, and cannot be mistaken for any other car</p> <p>I feel safe and secure which is something lacking in today's world. I feel classy driving it. Never felt that in anything else I ever owned.</p> <p>I'm an old guy. First time in my life I complained about everybody driving too slow. Usually I'm the turtle.</p> <p>Everyone loves the lights under doors.Much feed back on that. Lights up cabin very well.</p> <p>This is the last of the poor man's Cadillacs. If you didn't make his car, I would not have any others to rave about. I DO LOVE IT!</p>
No Concerns	
<p>Please provide feedback on how Chrysler can improve the Smartphone Application</p> <p>Information in the Printed User Guide is easy to find and access</p> <p>Overall, how satisfied are you with the quality of your new vehicle?</p> <p>Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?</p> <p>Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?</p> <p>Would you recommend this vehicle to family or friends?</p> <p>Printed User Guide format is easy to understand and use</p> <p>The Smartphone Application format is easy to understand and use</p> <p>Which automotive publications do you subscribe to? (check all that apply)</p> <p>Printed User Guide covers the necessary features</p> <p>Did you review the Owner's Information DVD?</p> <p>Please rate your overall level of satisfaction with the Smartphone Application</p> <p>Please explain further about your choice to recommend your vehicle:</p> <p>Smartphone Application covers the necessary features</p> <p>Please rate your overall level of satisfaction with the Printed User Guide</p> <p>Information in the Smartphone Application is easy to find and access</p> <p>Did you review the Printed User Guide?</p>	<p>Samsung Galaxy disconnects from smart phone regularly. Another friend has the same problem. Chrysler acknowledges this.</p> <p>5 (strongly agree).</p> <p>Very satisfied.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>5 (strongly agree).</p> <p>5 (strongly agree).</p> <p>Consumer Reports ratings.</p> <p>5 (strongly agree).</p> <p>No.</p> <p>2 (dissatisfied).</p> <p>This car is the best I've ever owned and I have 7 cars. Quietest car, seats give full support above shoulders, to thighs.Ride is superb. I have 4 to 5 people ride in this car at least twice a week. Every one of them has been VERY IMPRESSED.</p> <p>2 (disagree).</p> <p>4 (satisfied).</p> <p>5 (strongly agree).</p> <p>Yes.</p>
What Can We Do Better?	
<p>Feedback/Concerns:</p> <p>What has Chrysler done right?</p>	<p>Smartphone connectivity.</p> <p>Everything else. I go to auto shows and found 6 other men jumping in back seats because they need 5 passenger car. (6 would be better, my 97 Buick does that)</p> <p>None found one acceptable, but 300 satisfies according to passengers and me.</p>
Detail on Low Rated Items	
<p>We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.</p>	<p>Nothing</p>
Vehicle Issues/Things Gone Wrong	
<p>Continuous Quality Insight</p>	<p>No Concerns.</p>
Welcome	

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG9EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	05/29/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6133421682
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K129461737
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	268519426	Report Version	3	Open Date	08/18/2014
Close Date	08/18/2014	Narrative Date	08/25/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

About You

Please tell us about the vehicle you replaced (if applicable)	Magnum. [2014-08-25 01:16:47.870] Dodge. [2014-08-25 01:16:47.870] 2005. [2014-08-25 01:16:47.870] Replaced Vehicle: Purchased Used. [2014-08-25 01:16:47.870]
Secondary vehicle you were considering:	MAZDA3. [2014-08-25 01:16:47.870] Secondary Considered Vehicle: New. [2014-08-25 01:16:47.870] 2014. [2014-08-25 01:16:47.870] Mazda. [2014-08-25 01:16:47.870]
What is your current marital status?	[REDACTED] [2014-08-25 01:16:47.870]
Primary vehicle you were considering:	BMW. [2014-08-25 01:16:47.870] 3 Series. [2014-08-25 01:16:47.870] Primary Considered Vehicle: Used. [2014-08-25 01:16:47.870] 2008. [2014-08-25 01:16:47.870]
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	low mileage availability for price range [2014-08-25 01:16:47.870]
How many children 17 or under live in your household?	0. [2014-08-25 01:16:47.870]
""Which, if any, influenced your purchase decision? (check all that apply):""	Other (please describe). [2014-08-25 01:16:47.870]employee discount eligibility Previous experience with the vehicle/brand. [2014-08-25 01:16:47.870] Vehicle test drive. [2014-08-25 01:16:47.870]
Which of the following best describes the area you live in?	Suburban. [2014-08-25 01:16:47.870]
Is this your first new vehicle ever purchased / leased?	Yes. [2014-08-25 01:16:47.870]
What price did you pay for your vehicle?	\$254/mon h [2014-08-25 01:16:47.870]
What year were you born?	1988 [2014-08-25 01:16:47.870]
What is your total household income (before taxes)?	""\$60,000 - \$79,999. "" [2014-08-25 01:16:47.870]"
Please indicate your gender	[REDACTED] [2014-08-25 01:16:47.870]
Please indicate your ethnicity	[REDACTED]. [2014-08-25 01:16:47.870]
What is your primary language?	English. [2014-08-25 01:16:47.870]
Please indicate your highest education level	Graduate degree. [2014-08-25 01:16:47.870]
Did you purchase or lease your vehicle?	Lease. [2014-08-25 01:16:47.870]

Overview

Have you taken the vehicle to a dealer to have your trouble corrected?	No. [2014-08-25 01:16:47.870]
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	""No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). "" [2014-08-25 01:16:47.870]"
""If our team has any additional questions about your responses, would you accept further contact?""	No. [2014-08-25 01:16:47.870]
""Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?""	Yes. [2014-08-25 01:16:47.870]
Would you recommend this vehicle to family or friends?	Yes. [2014-08-25 01:16:47.870]
""Overall, how satisfied are you with the quality of your new vehicle?""	Very satisfied. [2014-08-25 01:16:47.870]

Engine>Engine Starting (hard to start/will not start)>Engine cranks too long before starting>

How often does this trouble occur?	Trouble occurs regularly. [2014-08-25 01:16:47.870]
""To the best of your recollection, the trouble was first noticed: ""	Within the 1st month after delivery. [2014-08-25 01:16:47.870]
Approximately how long does it take for the engine to finally start?	1 to 5 seconds. [2014-08-25 01:16:47.870]
Please describe conditions when this trouble occurs:	Cold start after sitting [2014-08-25 01:16:47.870]
Approximate mileage when trouble was first noticed was:	0 - 1499 miles. [2014-08-25 01:16:47.870]
What type of fuel do you most often put into your vehicle?	Regular gasoline. [2014-08-25 01:16:47.870]

Engine>Engine Starting (hard to start/will not start)>Engine cranks too long before starting>

Please indicate when the starting trouble occurs:

Cold condition - first start of the day or after vehicle is off for 6+ hours. [2014-08-25 01:16:47 870]Will crank at least 1-2 more times than normal under cold starts

Vehicle Satisfaction Ratings

""Operating controls while driving (gear selector, turn signals, horn, etc.)""	3. [2014-08-25 01:16:47.870]
How do you feel about the durability of your new vehicle?	4. [2014-08-25 01:16:47.870]
Clarity of sound	5. [2014-08-25 01:16:47.870]
Support for popular music/video formats	5. [2014-08-25 01:16:47.870]
Appearance of exterior paint	5. [2014-08-25 01:16:47.870]
""Rear view styling (rear fascia, bumper)""	5. [2014-08-25 01:16:47.870]
Ease of getting into and out of vehicle	5. [2014-08-25 01:16:47.870]
Interior noise level while driving	5. [2014-08-25 01:16:47.870]
Engine sound	5. [2014-08-25 01:16:47.870]
""Steering and handling (responsiveness, stability)""	5. [2014-08-25 01:16:47.870]
How do you feel about the VALUE of your new car? (i.e.	5. [2014-08-25 01:16:47.870]
Integration with media players	2. [2014-08-25 01:16:47.870]
Steering wheel adjustment	2. [2014-08-25 01:16:47.870]
Brake responsiveness/effort	3. [2014-08-25 01:16:47.870]
Transmission gear change performance (smoothness)	4. [2014-08-25 01:16:47.870]
""Overall audio, entertainment, and navigation system impression""	5. [2014-08-25 01:16:47.870]
Integration with phones	5. [2014-08-25 01:16:47.870]
Navigation system route accuracy	5. [2014-08-25 01:16:47.870]
Exterior design and appearance (overall impression)	5. [2014-08-25 01:16:47.870]
Side/profile view styling (driver's side or passenger's side exterior area)	5. [2014-08-25 01:16:47.870]
""Interior comfort, design and appearance of interior (overall impression)""	5. [2014-08-25 01:16:47.870]
Seat adjustment and comfort	5. [2014-08-25 01:16:47.870]
Engine performance during acceleration	5. [2014-08-25 01:16:47.870]
Fuel economy and driving range	5. [2014-08-25 01:16:47.870]
Ride quality	5. [2014-08-25 01:16:47.870]
Is there anything about your new vehicle you would like to see changed?	""The shifter knob, brake calipers (noise), windshield header is too low for upward visibility"" [2014-08-25 01:16:47.870]"
Vehicle storage and space usage	4. [2014-08-25 01:16:47.870]
How was your purchasing experience (the dealer/dealership)?	4. [2014-08-25 01:16:47.870]
""Front view styling (front fascia, hood, grille, headlight area)""	5. [2014-08-25 01:16:47.870]
""Wheels, rims, and tires appearance and styling""	5. [2014-08-25 01:16:47.870]
Head/leg/foot room	5. [2014-08-25 01:16:47.870]
Location and usefulness of interior lighting	5. [2014-08-25 01:16:47.870]
Climate control operation (function and ease of use)	5. [2014-08-25 01:16:47.870]
What is your attitude overall towards your new car?	5. [2014-08-25 01:16:47.870]
What are your favorite parts of your new vehicle?	""Value, Styling, Comfort"" [2014-08-25 01:16:47.870]"
Safety and visibility while driving	3. [2014-08-25 01:16:47.870]
Ease of using system displays while driving	4. [2014-08-25 01:16:47.870]
Headlight illumination/performance during night-time driving	4. [2014-08-25 01:16:47.870]
Engine exhaust sound	5. [2014-08-25 01:16:47.870]
What is your attitude overall towards the BRAND of your new car?	5. [2014-08-25 01:16:47.870]

Continuous Quality Insight

Continuous Quality Insight	Brake System. [2014-08-25 01:16:47.870]
	Engine. [2014-08-25 01:16:47.870]

What Can We Do Better?>

Feedback/Concerns:	The brake issue I checked was with regards to a brake groan noise at low speed stops and a no iceable clicking noise when letting go of the depressed brake pedal [2014-08-25 01:16:47.870]
What has Chrysler done right?	This is a desirable product with a price that suggests the customer is getting good value for their money [2014-08-25 01:16:47.870]

Detail on Low Rated Items

<p>We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.</p>	<p>""""The usb interaction with my phone does not display song titles unless it is on the full phone library shuffle, not on playlists or artist filters. It will sometimes override a playlist choice by playing the full library in alphabetical order. The brake calipers make a noticeable groan noise at low speed stops, and the pedal makes an audible noise when released from full depression. The shifter knob is difficult to use and is past the point of simply getting used to something new. I consistently have to look down to make sure I am in park, it is near impossible to get muscle memory to do this without looking."" [2014-08-25 01:16:47 870]"</p>
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Engine>Engine Starting (hard to start/will not start)>	
Engine Starting (hard to start/will not start)	Engine cranks too long before starting. [2014-08-25 01:16:47.870]
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	the infotainment system is consistently the best in the industry [2014-08-25 01:16:47 870]
Contact Me>	
""Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?""	No. [2014-08-25 01:16:47.870]
Welcome>	
Are you the primary driver of this vehicle?	Yes. [2014-08-25 01:16:47.870]
Please tell us how many miles are currently on your vehicle:	""1,000-2,999. "" [2014-08-25 01:16:47.870]"

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG9EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	06/24/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6164410742
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K170463167
Color	PX8	GLOSS BLACK					

Report Number		System Key	274013648	Report Version	5	Open Date	10/03/2014
Close Date	10/14/2014	Narrative Date	10/21/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome

Are you the primary driver of this vehicle? Yes.

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG4C	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	11/25/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6321111734
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K298182154
Color	PRY	REDLINE 3 COAT PEARL					

Report Number	[REDACTED]	System Key	274978377	Report Version	5	Open Date	10/22/2014
Close Date	10/22/2014	Narrative Date	10/29/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

About You

What year were you born?

Please tell us about the vehicle you replaced (if applicable)

2012.

Replaced Vehicle: Purchased Used.

Charger.

Dodge.

What is your primary language?

English.

Please indicate your highest education level

High school degree / GED.

Is this your first new vehicle ever purchased / leased?

No.

Primary vehicle in your household:

Primary Household Vehicle: Purchased Used.

What is your total household income (before taxes)?

\$60,000 - \$79,999.

How may children 17 or under live in your household?

0.

Please indicate your occupation status.

[REDACTED].

Please indicate your gender

[REDACTED]

What is your current marital status?

[REDACTED]

Primary vehicle you were considering:

Primary Considered Vehicle: Used.

When considering this vehicle

Research online.

Interact with dealership by phone.

Test drive the vehicle.

Visit the dealership.

Interact with dealership by email.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

What price did you pay for your vehicle?

32000

What is your average miles per gallon (MPG) with your vehicle?

21-22 mpg.

Please indicate the primary driver's age.

[REDACTED]

Which of the following best describes the area you live in?

Rural.

Secondary vehicle in your household:

Secondary Household Vehicle: Purchased Used.

Did you purchase or lease your vehicle?

Purchase.

Secondary vehicle you were considering:

Secondary Considered Vehicle: Used.

Which, if any, influenced your purchase decision? (check all that apply):

Vehicle test drive.

Previous experience with the vehicle/brand.

Please indicate your ethnicity

Caucasian.

Please indicate your occupation.

Owner / Proprietor.

What Can We Do Better?

What has Chrysler done right?

Brought out the Challenger.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?

handling

Is there anything about your new vehicle you would like to see changed?

Sport Shift floor mounted

Vehicle storage and space usage

4.

Location and usefulness of interior lighting

4.

Brake responsiveness/effort

4.

How do you feel about the durability of your new vehicle?

4.

Rear view styling (rear fascia, bumper)

5.

Head/leg/foot room

5.

Steering and handling (responsiveness, stability)

5.

How was your purchasing experience (the dealer/dealership)?

2.

Interior noise level while driving

3.

Safety and visibility while driving

3.

Vehicle Satisfaction Ratings	
Engine sound	3.
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine performance during acceleration	4.
What is your attitude overall towards the BRAND of your new car?	4.
Seat adjustment and comfort	5.
Integration with phones	1.
How do you feel about the VALUE of your new car? (i.e.	3.
Clarity of sound	4.
Appearance of exterior paint	4.
Ease of getting into and out of vehicle	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ride quality	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Engine exhaust sound	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Ease of using system displays while driving	4.
Wheels, rims, and tires appearance and styling	4.
Steering wheel adjustment	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.

Detail on High Rated Items	
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Looks mean
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Corners better than any other car I've ever owned
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	I like the memory function.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Best looking ass on the road
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The V6 power is much better than expected. Would still like more, but don't want to sacrifice economy.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	At 6'1" I can stretch my legs full out in highway cruise.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Has style

Detail on Low Rated Items	
You rated integration with phones Low. Use this space to provide any specific comments you would like to share.	Won't always sync via bluetooth. Bluetooth doesn't function for texting.
You rated engine exhaust sound Low. Use this space to provide any specific comments you would like to share.	I'd like to hear a rumble. At least I'd know that the engine didn't shut off when I fail to get it into "P".
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The Sport Mode paddles are without a doubt the stupidest idea any designer ever came up with. I like the car, but I've given serious consideration to taking a hack saw to them. They just get in the way, and are nothing close to "sporty".

Shifting paddles/buttons difficult to operate	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	Anytime I'm making a turn.
Additional Comments:	Whoever designed and approved the shift paddles for production, should be fired.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the shifting paddle/button difficult to operate?	Operation of shifting paddle/button is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs intermittently.
Going into which gear is the shifting paddle/button difficult to operate? (check all the apply):	Paddles are stupid to begin with. On top of that, they are positioned where they are constantly pressed accidentally, causing the driver to cycle the shift lever through Sport Mode and back into Auto Mode.

Overview	
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
What have you used to view your DVD? (check all that apply)	Mac Computer.

Overview

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Was there information needed that was not included in the DVD?

How to properly use the shift paddles

Please provide feedback on how Chrysler can improve the DVD

Make it a searchable database

Information in the Printed User Guide is easy to find and access

2 (disagree).

Please rate your overall level of satisfaction with the DVD

2 (dissatisfied).

Have you taken the vehicle to a dealer to have your trouble corrected?

No.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Did you review the Printed User Guide?

Yes.

Did you review the Owner's Information DVD?

Yes.

Please explain further about your choice to recommend your vehicle:

Handling, V6 power and passenger room

Printed User Guide covers the necessary features

2 (disagree).

DVD format is easy to understand and use

2 (disagree).

Information on the DVD is easy to find and access

2 (disagree).

Would you recommend this vehicle to family or friends?

Yes.

Was there information needed that was not included in the User Guide?

How to use the manual shift paddles properly. Still don't know with 35,000 miles on the car.

Please provide feedback on how Chrysler can improve the Printed User Guide

Put it on-line in a searchable database format.

Printed User Guide format is easy to understand and use

2 (disagree).

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):

Some times shifts automatically in sport mode.

Too much attention needed to hit "R". Often end up in "N" or "P".

Too easy to accidentally get into Sport Mode.

Often only get to reverse. Vehicle goes backwards while getting out because engine didn't shut down with push button.

Why is the gear selector difficult to operate?

Other (please describe).

How often does this trouble occur?

Trouble occurs regularly.

Please describe conditions when this trouble occurs:

It's impossible to select shift position by "feel".

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

To the best of your recollection, the trouble was first noticed:

At delivery.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Transmission and Drivetrain.

Automatic Transmission

Automatic Transmission

Gear selector is difficult to operate (auto. trans.).

Shifting paddles/buttons difficult to operate.

Welcome

Please tell us how many miles are currently on your vehicle:

More than 10,000.

Are you the primary driver of this vehicle?

Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG2EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	10/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6270320362
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K281363503
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	274978451	Report Version	5	Open Date	10/22/2014
Close Date	10/22/2014	Narrative Date	10/29/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

About You

What year were you born? 25-30

What price did you pay for your vehicle? 1.

Convenience of dealership location 3.

Financing options 5.

Vehicle availability 5.

Dealership treatment 5.

Vehicle styling 5.

Please tell us about the vehicle you replaced (if applicable) Mercedes-Benz.
2010.
CL-Class.
New
No.

Is this your first new vehicle ever purchased / leased? Other (please specify).

Which of the following best describes the area you live in? Primary Household Vehicle: Purchased Used.
Secondary Household Vehicle: Purchased Used.

Primary vehicle in your household: Vehicle test drive.
Manufacturer?s website.
Previous experience with the vehicle/brand.

Secondary vehicle in your household:

Which, if any, influenced your purchase decision? (check all that apply):

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Trade-in allowance 1.
2010.
Ram 3500.
Dodge.
Primary Considered Vehicle: Used.

Primary vehicle you were considering: 5.

Price 5.

Vehicle quality English.

What is your primary language? Interact with dealership by email.
Interact with dealership by phone.
Research online.

When considering this vehicle Purchase.
Secondary Considered Vehicle: Used.

Did you purchase or lease your vehicle? 1.

Secondary vehicle you were considering: 16-18 mpg.

Ability to test drive 4.

What is your average miles per gallon (MPG) with your vehicle? 5.

Vehicle fuel economy

Vehicle performance

Please indicate your gender

Overview

Please explain further about your choice to recommend your vehicle: All it takes is one VERY DISHONEST event to change a persons opinion. I would tell the the car is great but the dealer I used was very unethical and to be very careful.

Please provide feedback on how Chrysler can improve the Smartphone Application When I plug my phone into the car the music will play. The car monitor and phone monitor do not match. The car monitor dashboard has a different song listed than the one playing. It phone music does play it is just listed incorrectly on the dash.

Printed User Guide format is easy to understand and use 5 (strongly agree).

Smartphone Application covers the necessary features 5 (strongly agree).

If our team has any additional questions about your responses, would you accept further contact? Yes, by phone or e-mail.

Information in the Printed User Guide is easy to find and access 4 (agree).

Overview	
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Would you recommend this vehicle to family or friends?	No.
Which automotive publications do you subscribe to? (check all that apply)	I get on line info on all new cars. On line Automotive New is very informative.
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	I had a molding issue when I took delivery. The dealer I purchased from had very large tires on my car. 20+ inches. I did not like them and said so. In the removal or instillation they cracked a piece of molding that runs from the back of the wheel well under the doors. I took it to a local dealer at 200-300 miles. I was told to take it back to the dealer I purchased it from because this dealer is not responsible and should not be required to pay for the other dealers damage. I agreed. When I called my purchasing dealer I was given the run around. I sent photos and explications of the ONLY logical cause for this damage. The large tire and rim install and removal. I asked my salesman (Carlos) to order a new piece have it painted to match my car and I would drive the 150 mile round trip for instillation. He started on about repairing it with fiberglass etc. That would have taken the entire day PLUS the 150 mile trip. He knew they broke/cracked it with the tire swap and just wanted a half ass fix that would have greatly inconvenienced me. I did not mind driving from San Diego to Ontario/LA for a quick part swap but no way was I going to sit and wait on paint and a fiberglass to dry? This sales man knew that dealer did this and chose to not man up. That dealership got their money and a good review from me and did the wrong thing at the end of the day.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Was there information needed that was not included in the User Guide?	I think you should print how to reset the computer messages after an oil change. ie; my shop forgets to remove the message saying OIL CHANGE DUE. Tell me in the manual how to remove these messages from the display.
Printed User Guide covers the necessary features	4 (agree).
Was the trouble resolved to your satisfaction?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	All the time.
Additional Comments:	Shifter is just awkward-constantly trying very hard to be in the correct gear. It should be easy, I should not really have to think about it. Going into D or R should almost be a natural reaction. It should not be ok slow down concentrate and make sure I am in the correct gear.
Going into which position is the gear selector difficult to operate? (check all that apply):	This shifter is not operator friendly. It is actually a pain in the ass-half the time I miss the gear and need to reselect.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.

Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Already commented
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I skipped all the above because this survey is becoming too lengthy.

Brakes do not have enough stopping power; brake pedal requires too much effort	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Trouble with brakes occurs during this type of braking (check all that apply):	Car is under braked for fast freeway stops.
Please describe conditions when this trouble occurs:	Quick stops on freeway.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	This car needed larger brakes from the factory
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings	
How was your purchasing experience (the dealer/dealership)?	1.
Steering wheel adjustment	3.
Clarity of sound	4.

Vehicle Satisfaction Ratings	
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	Electric start/ smart phone integration
Transmission gear change performance (smoothness)	3.
Wheels, rims, and tires appearance and styling	4.
Climate control operation (function and ease of use)	4.
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Already answered
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Brake responsiveness/effort	3.
Support for popular music/video formats	4.
Interior noise level while driving	4.
Fuel economy and driving range	4.
Ride quality	4.
Integration with media players	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Transmission and Drivetrain. Brake System.

What Can We Do Better?	
Feedback/Concerns:	Get rid of dishonest dealers.
What has Chrysler done right?	The charger/challenger lineup are both fantastic automobiles. The exterior appearance is very clean, upon entering the interior is very attractive, comfortable and well thought out. The drive experience from the electronic start, heated seats, large dashboard monitor and smartphone adaptability make for a great commute or long trip experience.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Hand brake/parking brake control is poorly located	
Why is the parking brake poorly located? (check all that apply):	Car should have controllable hand brake. Not a FOOT emergency brake.

Brake Operation	
Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake control is poorly located.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG6EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	08/22/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6224411263
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K195461292
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	275086615	Report Version	5	Open Date	10/23/2014
Close Date	10/23/2014	Narrative Date	10/30/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

What year were you born?

What price did you pay for your vehicle?

How many children 17 or under live in your household?

Secondary vehicle you were considering:

Convenience of dealership location

Ability to test drive

Vehicle performance

Primary vehicle in your household:

Primary vehicle you were considering:

Secondary vehicle in your household:

When considering this vehicle

Vehicle availability

Vehicle quality

Please indicate the primary driver's age.

Please indicate your ethnicity

Please tell us about the vehicle you replaced (if applicable)

Which, if any, influenced your purchase decision? (check all that apply):

What is your total household income (before taxes)?

Please indicate your highest education level

Financing options

Trade-in allowance

Vehicle styling

Please indicate your occupation.

Please indicate your occupation status.

Please indicate your gender

What is your current marital status?

Is this your first new vehicle ever purchased / leased?

What is your average miles per gallon (MPG) with your vehicle?

Dealership treatment

Vehicle fuel economy

Price

31000

0.

1997.

Acura.

CL.

Secondary Considered Vehicle: Used.

2.

3.

3.

Chevrolet.

Cruze.

2012.

no

no

Maxima.

2014.

Nissan.

Secondary Household Vehicle: Purchased Used.

CL.

1997.

Acura.

Visit the dealership.

3.

3.

Impala.

2008.

Chevrolet.

no

Vehicle test drive.

Kelley Blue Book.

\$60,000 - \$79,999.

2 year college degree.

3.

4.

5.

Employed.

.

No.

21-22 mpg.

3.

4.

5.

About You	
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.

Vehicle Satisfaction Ratings	
What are your favorite parts of your new vehicle?	
How was your purchasing experience (the dealer/dealership)?	2.
Integration with media players	4.
Steering wheel adjustment	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Is there anything about your new vehicle you would like to see changed?	
Ease of using system displays while driving	3.
Seat adjustment and comfort	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Fuel economy and driving range	3.
Engine performance during acceleration	4.
Engine exhaust sound	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Head/leg/foot room	3.
Support for popular music/video formats	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.

Overview	
Smartphone Application covers the necessary features	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Information in the Smartphone Application is easy to find and access	4 (agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you requested a paper version of the owner manual?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).

Automatic Transmission	
Automatic Transmission	Shifting paddles/buttons difficult to operate.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Shifting paddles/buttons difficult to operate	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	very hard to shift between drive and reverse and reverse into drive
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Gear shifter
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	over shoot the gear when switching from reverse to drive and visa-a-versa and multiple trys to get into park.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG3DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	12/21/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6346211123
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K326250270
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	275473028	Report Version	5	Open Date	10/28/2014
Close Date	10/28/2014	Narrative Date	11/04/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Please indicate your ethnicity

Primary vehicle you were considering:

Which, if any, influenced your purchase decision? (check all that apply):

When considering this vehicle

Secondary vehicle you were considering:

Secondary vehicle in your household:

Primary vehicle in your household:

What year were you born?

What price did you pay for your vehicle?

Ability to test drive

Please tell us about the vehicle you replaced (if applicable)

Vehicle quality

Please indicate the primary driver's age.

Please indicate your occupation.

What is your primary language?

Is this your first new vehicle ever purchased / leased?

Did you purchase or lease your vehicle?

Which of the following best describes the area you live in?

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Vehicle availability

What is your total household income (before taxes)?

Price

What is your average miles per gallon (MPG) with your vehicle?

Trade-in allowance

Dealership treatment

Vehicle styling

Vehicle fuel economy

Please indicate your occupation status.

What is your current marital status?

Please indicate your gender

Chevrolet.
 Camaro.
 new
 2013.
 Other was too small.
 Previous experience with the vehicle/brand.
 Vehicle test drive.
 Manufacturer?s website.
 Recommendations from friends or family.
 Research online.
 Test drive the vehicle.
 Visit the dealership.
 Secondary Considered Vehicle: Used.
 used
 Mustang.
 Ford.
 2001.
 Silverado 1500.
 2012.
 new
 Chevrolet.
 31000
 2.
 2010.
 used
 Dodge.
 Charger.
 4.
 .
 English.
 No.
 Purchase.
 Suburban.
 interior space
 2.
 \$40,000 - \$59,999.
 2.
 27-28 mpg.
 3.
 3.
 3.
 4.
 Employed.

About You	
Please indicate your highest education level	High school degree / GED.
How many children 17 or under live in your household?	0.
Convenience of dealership location	2.
Financing options	2.
Vehicle performance	4.

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.

Hands-Free Phone / Bluetooth system loses connection	
Were you in the middle of a call?	No.
Lost connection problem happens when:	Other: Please describe when this trouble occurs.
How often does this trouble occur?	Trouble occurs intermittently.
Is there more than one phone paired to the vehicle?	Yes.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Additional Comments:	It usually happens for no reason. Working, get out of the car few minutes, no connection when I get back in.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Which feature or section of the Printed User Guide did you find least helpful and why?	Pairing the phone. It was hard to do.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please explain further about your choice to recommend your vehicle:	Problems would not leave me stranded on the side of the road; this is my second charger and probably won't be my last!
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Was the trouble resolved to your satisfaction?	No.
Did you review the Owner's Information DVD?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Elder Dodge
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.

Detail on High Rated Items	
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	28-30 MPG? Greatness!
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	As before, I have always HATED car salesmen. These people were wonderful-even when my grandson threw up in their floor.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Car looks very sharp going down the road.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	I do miss the adjustable pedals from my old charger, but everything is within easy reach so it's not so bad doing without that feature.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Plenty of arm space-no bumping elbows in the front seat.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Your commercials cause me trouble. Kids in little sporty cars come up beside me and rev their engines!
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Now that the satellite radio is no longer usable, I have been listening to the music on my phone. Sounds great.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Headlights are very bright even on low setting.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	I drive fast.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	This is our fourth Dodge-3/4 ton truck, Durango, and two Chargers.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	had a rental while they worked on my radio. Beat myself to death on the small car. That's why the high rating on the charger.

Detail on High Rated Items

You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.

I love the buttons on the steering wheel.

You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.

Just love the color. Had a scratch and not too happy with the touch up paint, though.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Cup holders!
What are your favorite parts of your new vehicle?	Remote start, key system
Integration with phones	4.
Vehicle storage and space usage	4.
Wheels, rims, and tires appearance and styling	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of getting into and out of vehicle	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Climate control operation (function and ease of use)	4.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Safety and visibility while driving	4.
Integration with media players	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Ride quality	5.
Headlight illumination/performance during night-time driving	5.
Engine sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
Support for popular music/video formats	4.
Interior noise level while driving	4.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.

AM/FM/HD/Satellite radio channels have poor or no reception

Please describe conditions when this trouble occurs:	No Satellite Radio
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which frequency band has trouble (check all that apply):	Replaced unit under warranty; 2nd replacement is "not satellite compatible". Really???
Additional Comments:	They would really make a radio with satellite preview that is not satellite audio compatible? How stupid is that?

Heater takes too long to get hot

Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Additional Comments:	Again, it was repaired when I took it back in and described the problem.
Please indicate typical weather conditions when heater trouble occurs (check all that apply):	Again, Texas weather.
Please describe conditions when this trouble occurs:	

Vehicle Issues/Things Gone Wrong

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Interior Climate Control.
Air conditioner takes too long to get cold	
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):	has been repaired, but when new, I could turn on heater, then when needed cooling, had to turn unit completely off to get cooling to work; and vise versa
Please describe conditions when this trouble occurs:	Texas weather-cold in AM, hot in afternoon.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
What Can We Do Better?	
Feedback/Concerns:	Electronics are sometimes screwy; as long as they can get my radio right, I am good with everything.
What has Chrysler done right?	Having dealerships like Elder Dodge; I have never liked buying cars, but I felt like I was dealing with family there.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I've never had a vehicle with black interior, and it seems to show spots worse than other colors. I wish I had gotten leather.
Operation and Performance	
Operation and Performance	Air conditioner takes too long to get cold. Heater takes too long to get hot.
Radio	
Radio	AM/FM/HD/Satellite radio channels have poor or no reception.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Apple.
If known, please tell us your software version	
Please tell us your cell phone model	I-phone 5
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Media	
Media	Radio.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG1E[REDACTED]	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	11/16/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6304310669
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K312363455
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	275472510	Report Version	5	Open Date	10/28/2014
Close Date	10/28/2014	Narrative Date	11/04/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Please tell us about the vehicle you replaced (if applicable)	Honda. 2010. Accord Crosstour. Replaced Vehicle: Purchased Used.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	Male.
Which, if any, influenced your purchase decision? (check all that apply):	Manufacturer's website. Interior comfort- I am 2meters tall, so fit was very important. Recommendations from friends or family. Previous experience with the vehicle/brand. Vehicle test drive. Automotive magazines. On-Line blogs or forums.
Is this your first new vehicle ever purchased / leased?	No.
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership. Interact with dealership by phone.
Secondary vehicle you were considering:	Secondary Considered Vehicle: Used.
What year were you born?	1.
Trade-in allowance	5.
How may children 17 or under live in your household?	5.
Vehicle quality	English.
Vehicle styling	Graduate degree.
What is your primary language?	2014.
Please indicate your highest education level	Hyundai.
Primary vehicle you were considering:	Azera.
	Primary Considered Vehicle: Used.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Vehicle availability	3.
Vehicle fuel economy	4.
Price	5.
Ability to test drive	5.
Vehicle performance	5.
Please indicate your occupation status.	Employed.
Please indicate your occupation.	.
What is your current marital status?	.
Which of the following best describes the area you live in?	Suburban.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used.
What price did you pay for your vehicle?	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
Dealership treatment	2.
Primary vehicle in your household:	Primary Household Vehicle: Purchased Used.
Convenience of dealership location	2.
Financing options	4.

Body panels/doors misaligned/excessive gaps/poor fit

Body panels/doors misaligned/excessive gaps/poor fit	
Please indicate the location of the trouble (check all that apply):	Hood curve does not match curve of left fender vertically.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings. Autoblog and truth about cars
Printed User Guide covers the necessary features	2 (disagree).
The Smartphone Application format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Smartphone Application covers the necessary features	2 (disagree).
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Please rate your overall level of satisfaction with the Smartphone Application	2 (dissatisfied).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Did you review the Owner's Information DVD?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please explain further about your choice to recommend your vehicle:	Have done so. Love my 300.
Information in the Smartphone Application is easy to find and access	4 (agree).

What Can We Do Better?	
What has Chrysler done right?	You got your style and soul back.

Vehicle Satisfaction Ratings	
Integration with phones	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Appearance (in and out); comfort as I am 2meters tall, and driving pleasure
Is there anything about your new vehicle you would like to see changed?	Transmission shift points and shift speeds are inconsistent.
Transmission gear change performance (smoothness)	4.
Overall audio, entertainment, and navigation system impression	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ride quality	5.
What is your attitude overall towards your new car?	5.
How was your purchasing experience (the dealer/dealership)?	4.
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Integration with media players	4.

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	4.
Clarity of sound	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Body panels/doors misaligned/excessive gaps/poor fit.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG3EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	10/23/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6277310934
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K289361560
Color	PX8	GLOSS BLACK					

Report Number		System Key	275473107	Report Version	5	Open Date	10/28/2014
Close Date	10/28/2014	Narrative Date	11/04/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Entertainment/Navigation System/Connectivity

Please choose your cell phone brand	Apple.
If known, please tell us your software version	ios 8.1
Please tell us your cell phone model	iphone 4s
Entertainment/Navigation System/Connectivity	none
Please choose your cell phone carrier	AT&T Mobile.

About You

Please indicate your occupation status.	Employed.
Please indicate your occupation.	
Please indicate your gender	
What is your current marital status?	
What is your total household income (before taxes)?	More than \$200,000.
Which of the following best describes the area you live in?	Rural.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
Convenience of dealership location	1.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Trade-in allowance	5.
Dealership treatment	5.
Vehicle styling	5.
Please indicate the primary driver's age.	
What is your primary language?	English.
Primary vehicle you were considering:	Impala.
	2014.
	Primary Considered Vehicle: Used.
	Chevrolet.
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	Recommendations from friends or family.
Secondary vehicle you were considering:	Secondary Considered Vehicle: Used.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used.
What price did you pay for your vehicle?	

About You

Please tell us about the vehicle you replaced (if applicable)

Vehicle fuel economy

Vehicle performance

Primary vehicle in your household:

When considering this vehicle

What year were you born?

How many children 17 or under live in your household?

Price

Please indicate your highest education level

Ability to test drive

Financing options

Vehicle availability

Vehicle quality

Please indicate your ethnicity

300.

Chrysler.

2007.

Replaced Vehicle: Purchased Used.

4.

5.

Jeep.

2014.

Grand Cherokee.

Primary Household Vehicle: Purchased Used.

Visit the dealership.

Research online.

0.

1.

2 year college degree.

3.

5.

1.

5.

Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call

Sound quality is poor: (check one)

For the receiver of the call.

Do you usually set HVAC vent direction toward ceiling?

No.

How often does this trouble occur?

Trouble occurs regularly.

Do you recall your cellular coverage at the time?

Full cellular coverage.

At other times during use does your phone have poor call quality?

No.

Does the issue occur when speaking at regular volume?

Yes.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Hands-Free Phone / Bluetooth system wont connect

How often does this trouble occur?

Trouble occurs regularly.

Connection problem happens when:

Starting up the system: cell phone is not automatically found and connected to the system.

Did the dealer attempt to help you pair your device?

Yes.

Additional Comments:

disconnects during call, then reconnects

Is there more than one phone paired to the vehicle?

No.

Did your phone lose signal?

No.

Connection problem happens on:

Bluetooth connection between cell phone and the system.

Seat Squeak/Rattle

How often does this trouble occur?

Trouble occurs regularly.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Seat Squeak/Rattle

Seat Squeak/Rat le.

To the best of your recollection, the trouble was first noticed:

1 to 3 months after delivery.

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Going into which position is the gear selector difficult to operate? (check all that apply):

just hard to change gears from drive to reverse. goes into park

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

How often does this trouble occur?

Trouble occurs intermittently.

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)

3.

Ease of using system displays while driving

5.

Support for popular music/video formats

5.

Appearance of exterior paint

5.

Ease of getting into and out of vehicle

5.

Interior noise level while driving

5.

Vehicle Satisfaction Ratings	
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	shifter
Engine performance during acceleration	4.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	sound system
Engine sound	4.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	5.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.

Hands-Free Phone / Bluetooth system loses connection	
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Is there more than one phone paired to the vehicle?	No.
How often does this trouble occur?	Trouble occurs regularly.
Were you in the middle of a call?	Yes, and transferred call to headset.
Lost connection problem happens when:	In the middle of a call.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system has poor sound quality at far end. Hands-Free Phone / Bluetooth system won't connect. Hands-Free Phone / Bluetooth system loses connection.

Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Seats. Entertainment/Navigation System/Connectivity.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG6DH	Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	10/17/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6279221528
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M230287312
Color	PX8	GLOSS BLACK					

Report Number		System Key	275591987	Report Version	5	Open Date	10/29/2014
Close Date	10/29/2014	Narrative Date	11/05/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

How do you feel about the VALUE of your new car? (i.e.	5.
How was your purchasing experience (the dealer/dealership)?	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Clarity of sound	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Is there anything about your new vehicle you would like to see changed?	shifter control from reverse to drive
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	3.
Headlight illumination/performance during night-time driving	4.
Overall audio, entertainment, and navigation system impression	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	styling, ride and mileage
Safety and visibility while driving	3.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.

Overview

Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	Road and Track. Roundel
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	2 (disagree).

Overview	
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	same as above system showed shifter control problem which dealer was aware of but unable to address
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Was the trouble resolved to your satisfaction?	No.
Would you recommend this vehicle to family or friends?	Yes.
About You	
Primary vehicle in your household:	M3. Primary Household Vehicle: Purchased Used.
Primary vehicle you were considering:	BMW. Primary Considered Vehicle: Used. 2013. 5 Series. BMW.
When considering this vehicle	Visit the dealership.
How many children 17 or under live in your household?	0.
Ability to test drive	1.
Vehicle quality	1.
Vehicle availability	3.
Price	4.
What is your current marital status?	
Is this your first new vehicle ever purchased / leased?	No.
Please indicate your occupation.	Owner / Proprietor.
Did you purchase or lease your vehicle?	Purchase.
Secondary vehicle you were considering:	Secondary Considered Vehicle: Used.
What is your total household income (before taxes)?	\$125,000 - \$149,999.
Convenience of dealership location	1.
Vehicle styling	4.
Please indicate your highest education level	4 year college degree.
Please indicate the primary driver's age.	
Please indicate your ethnicity	
Please indicate your gender	
Trade-in allowance	1.
Dealership treatment	1.
What is your average miles per gallon (MPG) with your vehicle?	29-30 mpg.
Please tell us about the vehicle you replaced (if applicable)	4runner. Replaced Vehicle: Purchased Used. Toyota. 2004. 5.
Vehicle fuel economy	
Please indicate your occupation status.	
What is your primary language?	English.
Secondary vehicle in your household:	MINI. Cooper Coupe. Secondary Household Vehicle: Purchased Used.
Which of the following best describes the area you live in?	Rural.
What price did you pay for your vehicle?	
What year were you born?	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
Financing options	1.
Vehicle performance	3.
Detail on Low Rated Items	
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	After they agreed on a price they added several extras and would not honor the quoted interest rate unless I accepted the extra service contract.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The shifter takes two or three tries to shift from reverse to drive during parking maneuvers.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays.
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The levelof responsive handling exceeds what I would expect from a car this large.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG7EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	06/18/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6160410738
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K156461368
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	275820128	Report Version	5	Open Date	10/31/2014
Close Date	10/31/2014	Narrative Date	11/07/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Squeak/rattle/abnormal noises from instrument panel/dashboard

Please describe conditions when this trouble occurs:

Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:

when hot outside, I get in the car and for the first few minutes I hear these plastic cracking like sounds where material is obviously expanding or contracting around the dash area.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

How often does this trouble occur?

Trouble occurs intermittently.

Additional Comments:

not a major deal just weird

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

What Can We Do Better?

Feedback/Concerns:	Great car, GREAT MPG, Great Power, "fix the downshift delay" I would appreciate having 100% throttle off the line not the delay off a red light, that is not appreciated when trying to have a brisk acceleration, instead of Mushy slow motion until about 30Mph. Remote Start and a backup camera should be standard without question, Come on a Honda Civic has one standard now a days.
What has Chrysler done right?	Truly Beautiful vehicle, well made, high quality, and I am very impressed so far. I am glad you guys still make large sedans.

Detail on High Rated Items

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	I wish the front end was maybe a little more squared off with the grill but I like it. The rear end is perfect, There is literally nothing I would change.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	perfect
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	perfect
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	smooth but downshifts are slow, every now and then the 1-2 shift is harsh
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	works like a champ with my thumb drive
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	best sounding factory radio I have ever heard
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	good brakes no problems here
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	I love the interior lighting and the blue LED accents.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	love it, I wish the Recirculate button would stay where I put it and not auto change on me. That is annoying.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	perfect
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	strong acceleration for sure. The engine sounds great,
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	works flawlessly. The chrysler exclusive radio controls on the back of the steering wheel are brilliant.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	easy as it gets, did everything online, came in signed papers, great experience
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	I cant hear the exhaust at all in the car but I can hear the motor and it sounds good.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	I would like a more squared off front end. I would make the headlights squared off not like the round and then the skinny part like it is now. Also for the LEDs you guys missed the mark, You need to do what you did with the 2014 Jeep Grand Cherokee. The LEDs need to be all the way around the light and use a diffuser to make them look like the Durango rear taillights, The 2014 Durango taillights are absolutely gorgeous. You need to do that on everything.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	its a really nice finish with the exception of my one blemish.

Detail on High Rated Items	
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	perfect
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	perfect
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	perfect, maybe a little more knee room would be good.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	first tank of gas 22MPg second tank 27MPG 3rd tank 29MPG average this is simply amazing.
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	I do not have navigation
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I love all the little touches, sliding sun visor, hook in the trunk to hold groceries,
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	NO MORE CHROME CLAD, Please use polished aluminum so I don't fee like my luxury car has cheap ass hub caps.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	perfect
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	perfect
You rated engine sound High. Use this space to provide any specific comments you would like to share.	sounds good to me
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	The BEATS audio is fantas ic, amazing
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	they do the job but HIDs should be standard

Entertainment/Navigation System/Connectivity	
Entertainment/Navigation System/Connectivity	nothing, but the stock system. Everything works just fine except the text messaging does not work at all, nor does saying call so and so it wont recognize the command to make a call.
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	AT&T Mobile.
Please tell us your cell phone model	iPhone 4 and 5
If known, please tell us your software version	iOS 7.1.2 and iOS 8.1

Trunk lid is difficult to open/close	
Please describe conditions when this trouble occurs:	when closing
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate which of the following best describes your concern (check all that apply):	you have to push it pretty hard and it just does not feel nearly as tight or quality as the doors, The doors are awesome like a bank vault.
Additional Comments:	its probably just how its made, but it just does not feel of a high quality
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.

Interior materials soils/scuffs too easily	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:	this is common sense but this car has beige interior which gets dirty really easily. It is a chore, I wish I would have gotten black leather interior. But the Beige is super pretty and luxurious.
To the best of your recollection, the trouble was first noticed:	At delivery.

Steering system/wheel is misaligned/not centered	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	at first I thought it was the road but then I realized nope the steering wheel is off center. This is annoying, but I will say the car drives Straight as an arrow and would hate to have it messed with.
Please describe conditions when this trouble occurs:	always wheel is off center
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Satisfaction Ratings	
Integration with phones	3.
Clarity of sound	5.
Vehicle storage and space usage	5.

Vehicle Satisfaction Ratings	
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Looks, Power, Sound, Comfort, Quiet Interior is amazin
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	get rid of the Chrome Clad wheels and use polished aluminum PLEASE
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Safety and visibility while driving	5.
Engine sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.

About You	
Primary vehicle you were considering:	300. Chrysler. Primary Considered Vehicle: Used. 2014.
Vehicle availability	5.
Trade-in allowance	5.
Dealership treatment	5.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used.
Please indicate your occupation.	Technical Specialty.
When considering this vehicle	Test drive the vehicle. Interact with dealership by email. Research online.
Please tell us about the vehicle you replaced (if applicable)	2013. Nissan. Replaced Vehicle: Purchased Used. Altima.
Convenience of dealership location	5.
Financing options	5.
Vehicle performance	5.
Vehicle fuel economy	5.
Which, if any, influenced your purchase decision? (check all that apply):	I know they are a solid car, I know they are a Mercedes E-Class chassis, I know the Pentastar is a strong reliable motor. Chrysler's just look bad ass. Automotive magazines. Previous experience with the vehicle/brand.
Primary vehicle in your household:	Primary Household Vehicle: Purchased Used.

About You

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

What is your total household income (before taxes)?

What is your average miles per gallon (MPG) with your vehicle?

Please indicate your highest education level

Vehicle styling

Please indicate your occupation status.

What is your primary language?

Is this your first new vehicle ever purchased / leased?

Did you purchase or lease your vehicle?

Secondary vehicle you were considering:

Which of the following best describes the area you live in?

What year were you born?

What price did you pay for your vehicle?

How many children 17 or under live in your household?

Please indicate the primary driver's age.

Price

Ability to test drive

Vehicle quality

Please indicate your ethnicity

Please indicate your gender

What is your current marital status?

2013.

Nissan.

Pathfinder.

\$60,000 - \$79,999.

29-30 mpg.

4 year college degree.

5.

English.

No.

Purchase.

Secondary Considered Vehicle: Used.

Suburban.

25995

30 - 39.

5.

5.

5.

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.

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Overview

Please rate your overall level of satisfaction with the DVD

4 (satisfied).

Printed User Guide format is easy to understand and use

5 (strongly agree).

Information in the Printed User Guide is easy to find and access

5 (strongly agree).

Information in the Smartphone Application is easy to find and access

5 (strongly agree).

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Printed User Guide covers the necessary features

5 (strongly agree).

Please rate your overall level of satisfaction with the Smartphone Application

5 (very satisfied).

What have you used to view your DVD? (check all that apply)

Computer/laptop.

Which automotive publications do you subscribe to? (check all that apply)

Motor Trend.

Car and Driver.

Road and Track.

Yes.

Would you recommend this vehicle to family or friends?

Yes.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Please explain further about your choice to recommend your vehicle:

for the money, nothing can beat it hands down. its a much higher quality vehicle than the nissan altima it replaced. The ride quality is amazing, handling fantastic, Brakes are wonderful. Steering is good leave a little to be desired. You can feel when the electric pump engages and disengages it is not smooth off left to right transitions but a constant turn is great.

Please rate your overall level of satisfaction with the Printed User Guide

5 (very satisfied).

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

Did you review the Printed User Guide?

Yes.

The Smartphone Application format is easy to understand and use

2 (disagree).

DVD format is easy to understand and use

4 (agree).

Information on the DVD is easy to find and access

4 (agree).

Smartphone Application covers the necessary features

5 (strongly agree).

Have you taken the vehicle to a dealer to have your trouble corrected?

No.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Did you review the Owner's Information DVD?

Yes.

Trunk lid latch works, but is difficult to operate

To the best of your recollection, the trouble was first noticed:

At delivery.

Why is the door handle/latch difficult to operate? (check all that apply):

just required you to close it pretty hard, I presume this is because the spring is strong to open the trunk fully, which is a great feature by the way.

Please describe conditions when this trouble occurs:

when closing

Trunk lid latch works, but is difficult to operate	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Fog/water/condensation in exterior light lenses	
Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):	<p>Condensation appears after the vehicle is driven and then parked in a garage. It is my opinion that the heat from the engine on the backside heats the back of the lens and is such a difference in temperature from the front of the lens that condensation occurs</p> <p>Condensation appears after the vehicle is driven and then parked in a garage. It is my opinion that the heat from the engine on the backside heats the back of the lens and is such a difference in temperature from the front of the lens that condensation occurs. it does not appear that there is a "leak" but condensation can be duplicated very easily by simply washing the car. The second you get the headlights wet the condensation occurs instantly. this should NOT happen ever.</p>
Please describe conditions when this trouble occurs:	Hot Car, then parked, or if you wash the car, even if it has been sitting for a long time it still happens
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	<p>Entertainment/Navigation System/Connectivity.</p> <p>Interior Trim/Storage/Windows.</p> <p>Steering, Handling, and Ride.</p> <p>Brake System.</p> <p>Interior Climate Control.</p> <p>Seats.</p> <p>Vehicle Exterior.</p> <p>Engine.</p> <p>Features/Controls/Displays.</p> <p>Transmission and Drivetrain.</p>

Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	slow downshifts
How often does this trouble occur?	downshift from 6-7-8th gear to lower gears takes way to long.
To the best of your recollection, the trouble was first noticed:	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Within the 1st month after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	anytime you need to pass a car, the delay is really bad
	when on the interstate cruising at 60MPH and you hit the gas to pass, it take 3 seconds, I counted for the car to actually do anything. The downshift from 8th to whatever gear it picks at that speed takes 3 seconds and you are literally sitting there NOT accelerating at all, I feel that is a strong safety issue. happened to me this morning. 3 seconds for a downshift is an eternity. I can duplicate it every time.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Text messaging broken/not working	
Do you have the Uconnect Access free form speech option?	No.
Please describe the trouble you experienced (check all that apply):	<p>text messaging does not work with Apple iPhone 4 or 5</p> <p>I should be able to say, Call Bill, and bill should get called. Why does this not work?</p> <p>does not work</p>
How often does this trouble occur?	Trouble occurs regularly.
Did this trouble occur after starting the vehicle?	Yes.
Please describe conditions when this trouble occurs:	

Paint blemish/dirt in paint/foreign material under surface	
Please indicate the location of the paint issue (check all that apply):	<p>I noticed scratches above the rear taillight where the point is going from the sail panel along the trunk edge and to the taillight. It was able to be buffed out, but looked really bad at first.</p> <p>same issue as above, its on the sail panel where the roof meets the side of the car and then down. there is a defect in the clear that makes it look milky in one particular spot about 3 to 5 inches around</p> <p>it appears that the base coat where the roof meets the rear quarter, "some call the sail panel" did not get enough paint before clearing. you can see a defect.</p>
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Paint blemish/dirt in paint/foreign material under surface	
Additional Comments:	Overall I must say this is a really good paint job, but it has a few defects that should have been caught at the factory without question.

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.

Text Messaging	
Text Messaging	Text messaging broken/not working.

Fuel spills out while refueling	
Please describe conditions when this trouble occurs:	every single time I fill this car with gas I have to listen real close to when its getting full and stop it before it spills out.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe the trouble you experienced (check all that apply):	<p>alright, so on numerous occasions when filling the vehicle, I have had the gas pump does not click off and fuel explodes out of the back of the filler hole and all over my rim, tire, fender well, quarter panel. The filling system is shit. you need to go back to a good ole cap.</p> <p>alright, so on numerous occasions when filling the vehicle, I have had the gas pump does not click off and fuel explodes out of the back of the filler hole and all over my rim, tire, fender well, quarter panel. The filling system is shit. you need to go back to a good ole cap.</p>
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Seat material was damaged or dirty at delivery	
Trouble with the seat material is:	Dirt, grease, or other foreign material was present on the surface of the seat material when vehicle was delivered.
Additional Comments:	I am super particular, it was minor dirt on parts of the leather, I was able to clean it with Mopar Satin Select.

Fuel filler door/cap	
Fuel filler door/cap	<p>Fuel spills out while refueling.</p> <p>Fuel door difficult to open/close.</p>

Appearance	
Appearance	Interior materials soils/scuffs too easily.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	condensation in the headlights is crap, 3 second delay in downshifts is not acceptable. paint defect is not acceptable Steering wheel off center is BS Rear Tail Lamps are pushed into the paint at the corners resulting in cracked paint, not acceptable, but I have seen on other manufactures.

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	<p>Paint is uneven: has sags, runs, overspray, thin spots, etc..</p> <p>Paint blemish/dirt in paint/foreign material under surface.</p>

Steering and Handling	
Steering and Handling	Steering system/wheel is misaligned/not centered.

Lights	
Lights	Fog/water/condensation in exterior light lenses.

Seat Material	
Seat Material	Seat material was damaged or dirty at delivery.

Trunk Lid	
Trunk Lid	<p>Trunk lid is difficult to open/close.</p> <p>Trunk lid latch works, but is difficult to operate.</p>

Customer Complaint Report

VIN	2C3CDXJG8DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	01/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6005311393
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M326209535
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	276442734	Report Version	5	Open Date	10/27/2014
Close Date	11/07/2014	Narrative Date	11/14/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	always
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Going from Drive to Reverse, tactile feedback from shifter makes you think you've settled into Reverse but you're actually in Neutral. The sometimes when compensating for that, you end up in Park.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	shifter gives tactile feedback through "clicks" that can be felt. These clicks do not coincide with the actual shift. Shifting into reverse from drive requires undue focus, and I've found myself in many embarrassing situations where it takes far too long to get the car into reverse. This is downright dangerous when trying to do a 3 point turn on a road.
Why is the gear selector difficult to operate?	Other (please describe).

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	get rid of electronic shifter
Rear view styling (rear fascia, bumper)	3.
Integration with media players	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Clarity of sound	5.
Navigation system route accuracy	3.
Climate control operation (function and ease of use)	3.
Ease of using system displays while driving	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Brake responsiveness/effort	5.
What are your favorite parts of your new vehicle?	
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Seat adjustment and comfort	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Exterior design and appearance (overall impression)	4.
Wheels, rims, and tires appearance and styling	4.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
Support for popular music/video formats	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.

Overview	
Please explain further about your choice to recommend your vehicle:	I hate the electronic shifter, and I will never buy another car with an electronic shifter
Did you review the Printed User Guide?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).

Shifts at wrong times	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Are you using your vehicle for towing when the problem occurs?	No.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	cornering
Going into which gear/gears does the trouble occur? (check all that apply)	Does not downshift properly when cornering, so coming out of a corner car is very sluggish because it's in too high of a gear.

Brakes vibrate/shudder excessively when applied	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please describe conditions when this trouble occurs:	
How often does this trouble occur?	Trouble occurs regularly.
Vibration is:	Moderate.

Brake Operation	
Brake Operation	Brakes vibrate/shudder excessively when applied.

Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake control is poorly located.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Brake System. Interior Climate Control.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifts at wrong times.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
Feedback/Concerns:	Having driven Pontiacs for many years before this Dodge, I really prefer their method of detecting outside temperature and applying heat or air conditioning when the car is started remotely. The Dodge simply turns on whatever settings you left it on, meaning that I have to plan my climate control for the next morning when I get home at night. That's dumb.

What Can We Do Better?	
What has Chrysler done right?	I must admit the V6 engine is very good so far. Very powerful and getting 21 MPG in city.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Hand brake/parking brake control is poorly located	
Additional Comments:	The tip of my foot hits the bottom of the dashboard, forcing me to apply the brake with the tips of my toes instead of the ball of my foot. Pedal should be at least 2 inches lower, or dashboard should have a cutaway.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH3EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	12/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6330320392
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K338363493
Color	PR3	TORRED					

Report Number		System Key	276444048	Report Version	5	Open Date	11/07/2014
Close Date	11/07/2014	Narrative Date	11/14/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Integration with phones	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	gear selector
Rear view styling (rear fascia, bumper)	4.
Overall audio, entertainment, and navigation system impression	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Transmission gear change performance (smoothness)	2.
Interior noise level while driving	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	
How was your purchasing experience (the dealer/dealership)?	4.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	it is easy for it not to be drive, just have to watch the tach to make sure the engine is not revving too high for the speed you are going.
Why is the gear selector difficult to operate?	don't like that gear lever system. you think it is in park & it is not. give me the old fashioned detent shifter. i know when it is seated in whatever gear, reverse, drive, etc.
Please describe conditions when this trouble occurs:	Other (please describe).
Approximate mileage when trouble was first noticed was:	not necessarily a trouble, just the way the shifter is engineered 0 - 1499 miles.

Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	summary, shifter doesn't detent firmly in a specific gear and especially in park. got to be careful it is in park and engine is off before exiting the vehicle
To the best of your recollection, the trouble was first noticed:	At delivery.

About You	
Secondary vehicle in your household:	Dodge. Grand Caravan. Secondary Household Vehicle: Purchased Used. 2012.
Primary vehicle you were considering:	Primary Considered Vehicle: Used.
Primary vehicle in your household:	Primary Household Vehicle: Purchased Used. MKZ. 2013. Lincoln. APPROX 27K
What price did you pay for your vehicle?	2012.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used. Charger. Dodge. 5. Retired.
Vehicle performance	English.
Please indicate your occupation status.	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
What is your primary language?	
Please indicate your gender	
What is your current marital status?	
Is this your first new vehicle ever purchased / leased?	No.
Please indicate your highest education level	2 year college degree.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
How many children 17 or under live in your household?	
Vehicle availability	5.
Trade-in allowance	5.
Dealership treatment	5.
Vehicle quality	5.
Vehicle styling	5.
What is your total household income (before taxes)?	\$125,000 - \$149,999.
Ability to test drive	4.
Price	5.
Vehicle fuel economy	5.
Please indicate your ethnicity	
When considering this vehicle	Interact with dealership by phone. Visit the dealership.
Did you purchase or lease your vehicle?	Purchase.
Secondary vehicle you were considering:	Secondary Considered Vehicle: Used.
Which of the following best describes the area you live in?	Urban.
What year were you born?	
Which, if any, influenced your purchase decision? (check all that apply):	PREVIOUSLY OWNED A CHARGER
Financing options	1.
Convenience of dealership location	2.
Please indicate the primary driver's age.	

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Which automotive publications do you subscribe to? (check all that apply)	use internet info and newspaper info
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	it is not something that is a fixable without re engineering. the shifter is made that way and that is that. i don't like it but that is the way it is for whatever reason

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you requested a paper version of the owner manual?	No.
Please explain further about your choice to recommend your vehicle:	peppy, good gas mileage. I like the styling

Other
Please describe conditions when this trouble occurs:

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	gear shifter and smoother shift when mildly accelerating [REDACTED] cell ph
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Other.

Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	gas mileage, acceleration, styling
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	really too soon to make a real judgement on durability after 200k miles i will tell you about durability.

What Can We Do Better?	
What has Chrysler done right?	good mileage,styling,lower engine rpm with the 8 speed automatic, engine life should be increased.
Feedback/Concerns:	get that gear shifter style changed or more easily detented in whatever gear the tranny is in, get a smoother shift response when normally driving

Hesitation or delay when shifting between gears	
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	no malfunction, just a characteris ic of how it is engineered when accelerating or under additional load, not smooth transition of increased speed shifting from one gear to the next. noticeable surge of speed
Going into which gear/gears does the trouble occur? (check all that apply)	not a malfunc ion, just how the car is engineered
Please describe conditions when this trouble occurs:	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	AGAIN I MENTION THE TRANSMISSION SHIFTER, NOT A GOOD THING. THE KIND OF A THING THAT CAN CAUSE SERIOUS ACCIDENTS.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	it is easy to think you have the car in park only to discover the motor is still running and in drive or reverse and get out of the car and the motor did not shut off because it is not in park and the car motor did not shut off as you had thought it had. NOT A GOOD THING. A DANGEROUS THING

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH9DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	08/09/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6201210893
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K191292448
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	276444438	Report Version	5	Open Date	11/08/2014
Close Date	11/08/2014	Narrative Date	11/14/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Speakers rattle

Please describe conditions when this trouble occurs:

Approximate mileage when trouble was first noticed was: 8000 miles or above.

To the best of your recollection, the trouble was first noticed: More than 3 months after delivery.

Speaker trouble occurs: At all volume levels.

How often does this trouble occur? Trouble occurs regularly.

Front seat audio/entertainment/navigation controls/menus broken/not working

Please describe conditions when this trouble occurs:

About You

What price did you pay for your vehicle? 32,000

Vehicle quality 5.

Vehicle fuel economy 5.

Please indicate your ethnicity

Which, if any, influenced your purchase decision? (check all that apply):

Consumer Reports ratings.

J D Power reports.

Vehicle test drive.

Previous experience with the vehicle/brand.

NHTSA or IIHS safety ratings.

Durango.

Dodge.

2013.

Primary Household Vehicle: Purchased Used.

Please indicate your occupation status. Employed.

When considering this vehicle

Interact with dealership by phone.

Research online.

Test drive the vehicle.

Visit the dealership.

Secondary vehicle you were considering:

Passat.

Volkswagen.

Secondary Considered Vehicle: Used.

2014.

Suburban.

TrailBlazer.

Chevrolet.

Secondary Household Vehicle: Purchased Used.

2009.

What is your total household income (before taxes)? More than \$200,000.

Primary vehicle you were considering:

Primary Considered Vehicle: Used.

Ford.

2014.

Taurus.

What is your current marital status?

Is this your first new vehicle ever purchased / leased? Yes.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

What year were you born?

Please indicate your highest education level 4 year college degree.

Vehicle styling 5.

Did you purchase or lease your vehicle? Purchase.

About You

Please tell us about the vehicle you replaced (if applicable)

Yes

Ram 1500.

Dodge.

2002.

English.

What is your primary language?

Please indicate your gender

Financing options

Trade-in allowance

Convenience of dealership location

What is your average miles per gallon (MPG) with your vehicle?

Vehicle availability

Dealership treatment

How many children 17 or under live in your household?

Price

Ability to test drive

Vehicle performance

Please indicate your occupation.

Please indicate the primary driver's age.

1.

2.

3.

31-33 mpg.

4.

4.

0.

4.

4.

5.

Health Care.

Squeak/rattle/abnormal noises from glove box

Please describe conditions when this trouble occurs:

driving down highway.

Please describe in the box below where from the glove box the trouble with abnormal noises is located:

Glove box Rattles when driving down road with nothing in it except car owners manual.

Approximate mileage when trouble was first noticed was:

8000 miles or above.

To the best of your recollection, the trouble was first noticed:

More than 3 months after delivery.

How often does this trouble occur?

Trouble occurs regularly.

Abnormal squeaks/rattles/noises coming from front doors

Please describe conditions when this trouble occurs:

Driving over bumps/rough roads

Approximate mileage when trouble was first noticed was:

4000 - 7999 miles.

Please indicate which door has abnormal noises (check all that apply):

Drivers door panels rattles while going driving over rougher roads/bumps

To the best of your recollection, the trouble was first noticed:

More than 3 months after delivery.

How often does this trouble occur?

Trouble occurs regularly.

Navigation system freezes-up/will not work

Additional Comments:

Navigation system would turn black and not function while in the middle of a route. At same time, if you put the car in reverse, the reverse camera screen would display black as well. Attempted to turn power off system and power on, didn't work. Turned off car, turned car back on, Didn't work. The only way to fix issue was to do a hard reset (pull the battery wait and reconnect battery).

How often does this trouble occur?

Trouble occurs regularly.

Please describe conditions when this trouble occurs:

Navigation system would turn black and not function while in the middle of a route. At same time, if you put the car in reverse, the reverse camera screen would display black as well. Attempted to turn power off system and power on, didn't work. Turned off car, turned car back on, Didn't work. The only way to fix issue was to do a hard reset (pull the battery wait and reconnect battery).

Center console is broken/damaged

Please describe in the box below where on the center console the trouble with broken/damaged materials is located:

Rubber stoppers/bumpers along bottom of the door came off, causing top to break after multiple uses.

Approximate mileage when trouble was first noticed was:

8000 miles or above.

To the best of your recollection, the trouble was first noticed:

More than 3 months after delivery.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression

4.

Integration with phones

4.

Navigation system route accuracy

4.

Safety and visibility while driving

4.

Transmission gear change performance (smoothness)

4.

Ride quality

4.

Exterior design and appearance (overall impression)

5.

Side/profile view styling (driver's side or passenger's side exterior area)

5.

Seat adjustment and comfort

5.

Engine performance during acceleration

5.

Fuel economy and driving range

5.

Climate control operation (function and ease of use)

5.

What are your favorite parts of your new vehicle?

Vehicle Satisfaction Ratings	
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Headlight illumination/performance during night-time driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Is there anything about your new vehicle you would like to see changed?	I would like to see bi-xenon headlights installed, and easier access to change headlight bulbs.
Clarity of sound	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Integration with media players	4.
Interior noise level while driving	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.

Fog/water/condensation in exterior light lenses	
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):	Condensation covers the inside lens during colder weather. Condensation covers the inside lens during colder weather.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Colder weather under 35 degrees F, or above 100 degrees F.

Overview	
Printed User Guide covers the necessary features	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver. Consumer Reports ratings. Motor Trend.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Was the trouble resolved to your satisfaction?	No.
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Was there information needed that was not included in the User Guide?	Cheat sheet for voice commands.

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Why is the gear selector difficult to operate?	Other (please describe).
Please describe conditions when this trouble occurs:	Engager tends to stop at neutral even though pulled all the way down to drive. Recommend Mechanical shifter/defined places like Ram has.

Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Engager tends to stop at neutral even though pulled all the way down to drive. Recommend Mechanical shifter/defined places like 8 speed Ram has.
Front Doors	
Front Doors	Abnormal squeaks/rattles/noises coming from front doors.
Lights	
Lights	Fog/water/condensation in exterior light lenses. Headlights not bright enough.
Touchscreen Controls	
Touchscreen Controls	Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.
Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call	
Do you recall your cellular coverage at the time?	Full cellular coverage.
Do you usually set HVAC vent direction toward ceiling?	No.
Does the issue occur when speaking at regular volume?	Yes.
Please describe when this trouble occurs:	Anytime during call.
Sound quality is poor: (check one)	For the receiver of the call.
How often does this trouble occur?	Trouble occurs regularly.
At other times during use does your phone have poor call quality?	No.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Squeak/rattle/abnormal noises from instrument panel/dashboard	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Normal highway driving
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	The front dash rattles when driving down the highway. Dealership fixed by placing some insulation, however the rattle is starting to come back again.
Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
Please indicate which controls/menus are broken/not working properly (check all that apply):	Navigation system would turn black and not function while in the middle of a route. At same time, if you put the car in reverse, the reverse camera screen would display black as well. Attempted to turn power off system and power on, didn't work. Turned off car, turned car back on, Didn't work. The only way to fix issue was to do a hard reset (pull the battery wait and reconnect battery).
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Navigation system would turn black and not function while in the middle of a route. At same time, if you put the car in reverse, the reverse camera screen would display black as well. Attempted to turn power off system and power on, didn't work. Turned off car, turned car back on, Didn't work. The only way to fix issue was to do a hard reset (pull the battery wait and reconnect battery).
Additional Comments:	Navigation system would turn black and not function while in the middle of a route. At same time, if you put the car in reverse, the reverse camera screen would display black as well. Attempted to turn power off system and power on, didn't work. Turned off car, turned car back on, Didn't work. The only way to fix issue was to do a hard reset (pull the battery wait and reconnect battery).
Displays and Instruments	
Displays and Instruments	Outside temperature gauge broken/not working.
Engine stumbles/hesitates/surges	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Please describe conditions when this trouble occurs:	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
How often does this trouble occur?	Trouble occurs intermittently.
Engine trouble occurs after vehicle is started at:	All of above
Engine trouble occurs (check all that apply):	all the time
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Abnormal Noises	

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from center console. Squeak/rattle/abnormal noises from glove box. Squeak/rattle/abnormal noises from door panels. Squeak/rattle/abnormal noises from instrument panel/dashboard.
Reverse-camera is broken/not working	
How often does this trouble occur? Please indicate what type of trouble was experienced with the reverse-camera (check all that apply): Please describe conditions when this trouble occurs: To the best of your recollection, the trouble was first noticed: Approximate mileage when trouble was first noticed was:	Trouble occurs intermittently. At night in parking lots, the screen would turn to a blue hue making it difficult to see what was behind the vehicle. Navigation system would turn black and not function while in the middle of a route. At same time, if you put the car in reverse, the reverse camera screen would display black as well. Attempted to turn power off system and power on, didn't work. Turned off car, turned car back on, Didn't work. The only way to fix issue was to do a hard reset (pull the battery wait and reconnect battery). Navigation system would turn black and not function while in the middle of a route. At same time, if you put the car in reverse, the reverse camera screen would display black as well. Attempted to turn power off system and power on, didn't work. Turned off car, turned car back on, Didn't work. The only way to fix issue was to do a hard reset (pull the battery wait and reconnect battery). More than 3 months after delivery. 8000 miles or above.
Squeak/rattle/abnormal noises from center console	
Approximate mileage when trouble was first noticed was: Please describe in the box below where from the center console the trouble with abnormal noises is located: To the best of your recollection, the trouble was first noticed: How often does this trouble occur? Please describe conditions when this trouble occurs:	8000 miles or above. Lid on Center console rattles during normal highway driving after approx 20k miles More than 3 months after delivery. Trouble occurs regularly. Normal Highway Driving
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Engine. Features/Controls/Displays. Entertainment/Navigation System/Connectivity. Transmission and Drivetrain. Vehicle Exterior.
Squeak/rattle/abnormal noises from door panels	
To the best of your recollection, the trouble was first noticed: How often does this trouble occur? Please describe conditions when this trouble occurs: Approximate mileage when trouble was first noticed was:	More than 3 months after delivery. Trouble occurs regularly. Normal Highway Driving 8000 miles or above.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Yes. Service/Navigation system issues. [REDACTED]
Headlights not bright enough	
Please describe conditions when this trouble occurs: Please describe the trouble you experienced:	Headlights not bright enough.
Hard controls/menus: Front Screen Display is broken/not working	
Please describe conditions when this trouble occurs: Please indicate your concern with front screen display (check all that apply): How often does this trouble occur?	Intermittently, mostly when navigation is in use. Front screen display would cut to black, and the only way to fix would be to disconnect the car battery and do a hard reset. Trouble occurs intermittently.
Features and Controls	
Features and Controls	Door locks/key fob entry system. Reverse-Camera.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier Entertainment/Navigation System/Connectivity	Verizon Wireless. None

Entertainment/Navigation System/Connectivity	
If known, please tell us your software version	
Please tell us your cell phone model	S4
Please choose your cell phone brand	Samsung.

Reverse-Camera	
Reverse-Camera	Reverse-camera is broken/not working.

Hard Controls/Menu	
Hard Controls/Menu	Front seat audio/entertainment/navigation controls/menus broken/not working. Hard controls/menus: Front Screen Display is broken/not working.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system freezes-up/will not work.

Outside temperature gauge broken/not working	
Please describe conditions when this trouble occurs:	Any temperature, the temperature gauge is at least 5-7 degrees off (high or low) from the ambient temp.

Broken/Damaged	
Broken/Damaged	Center console is broken/damaged.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system has poor sound quality at far end.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers rattle.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHGXEH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	08/23/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6225410972
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K233463007
Color	PX8	PITCH BLACK					

Report Number		System Key	277012421	Report Version	5	Open Date	11/14/2014
Close Date	11/14/2014	Narrative Date	11/21/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Blackout Package
How was your purchasing experience (the dealer/dealership)?	3.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Support for popular music/video formats	4.
Transmission gear change performance (smoothness)	4.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	Gear shift. Too often I try to put it into park and it goes into reverse.
Integration with media players	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Climate control operation (function and ease of use)	4.
Clarity of sound	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.

Other

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe the other trouble you experienced:	Driver side arm rest is very hard and uncomfortable. UConnect 8.1. is very slow compared to a phone or a tablet.

Welcome

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

About You

About You	
Vehicle performance	5.
Trade-in allowance	3.
Ability to test drive	4.
Vehicle fuel economy	4.
Did you purchase or lease your vehicle?	Purchase.
Convenience of dealership location	3.
Financing options	3.
Vehicle availability	4.
Dealership treatment	4.
Vehicle quality	5.
Vehicle styling	5.
Is this your first new vehicle ever purchased / leased?	No.
Price	3.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Other.

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	No.
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG2EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	08/19/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6214411041
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K193463542
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	277339396	Report Version	5	Open Date	11/18/2014
Close Date	11/18/2014	Narrative Date	11/25/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born?

Primary vehicle in your household:

Vehicle availability

Trade-in allowance

Dealership treatment

Vehicle quality

Vehicle styling

Please indicate the primary driver's age.

Which, if any, influenced your purchase decision? (check all that apply):

Is this your first new vehicle ever purchased / leased?

How many children 17 or under live in your household?

Convenience of dealership location

Secondary vehicle in your household:

Please tell us about the vehicle you replaced (if applicable)

Primary vehicle you were considering:

What is your total household income (before taxes)?

Financing options

Vehicle performance

Please indicate your ethnicity

Please indicate your occupation status.

Please indicate your highest education level

When considering this vehicle

Please indicate your gender

What is your current marital status?

Which of the following best describes the area you live in?

Please indicate your occupation.

What is your average miles per gallon (MPG) with your vehicle?

Vehicle fuel economy

Price

Ability to test drive

What is your primary language?

Did you purchase or lease your vehicle?

2014.

Primary Household Vehicle: Purchased New.

Charger.

Dodge.

5.

5.

5.

5.

5.

Dealership information.

Vehicle test drive.

Manufacturer's website.

Previous experience with the vehicle/brand.

No.

0.

4.

Charger.

2010.

Dodge.

Secondary Household Vehicle: Purchased Used.

Dodge.

Charger.

2011.

Replaced Vehicle: Purchased Used.

Dodge.

2014.

Charger.

Primary Considered Vehicle: New.

\$80,000 - \$99,999.

5.

5.

Employed.

.

Interact with dealership by phone.

Research online.

Interact with dealership by email.

Rural.

Skilled Trade.

29-30 mpg.

4.

5.

5.

English.

Purchase.

Welcome	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	No.
Vehicle Satisfaction Ratings	
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Rear view styling (rear fascia, bumper)	5.
Engine sound	5.
Clarity of sound	4.
Integration with media players	4.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Is there anything about your new vehicle you would like to see changed?	Shifter design
Ease of using system displays while driving	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What are your favorite parts of your new vehicle?	Heated seats, phone, remote start
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
Overview	
Printed User Guide format is easy to understand and use	5 (strongly agree).
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Dealer had to tow, brought out a loaner car within 30 min., but had to order part - did an excellent job
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Information in the Smartphone Application is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Overview

Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Shift lever design
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Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	Already had shifter fail @ 400 mi. Shifter is not very driver friendly - especially in parking lots or maneuvering tight areas
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Put the indicator back next to the shifter instead of on top of the shifter (where your hand is when you use it)
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Automatic Transmission

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
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What Can We Do Better?

What has Chrysler done right?	Car is beautiful, gets many looks and comments Very comfortable and well equipped
Feedback/Concerns:	Wife wanted a new Charger (third one we have purchased from same dealer) Told her she had to get a '14 because of what the '15's will look like (awful) better change the next one or this one will be my LAST Dodge

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain.
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Detail on High Rated Items

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Dealer was able to locate the color and specs we were looking for Knippen Dodge has been excellent - we have purchased 5 cars in 10 yrs
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG6EH	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	09/18/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6227410917
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K255461175
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	277488370	Report Version	5	Open Date	11/19/2014
Close Date	11/19/2014	Narrative Date	11/26/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	The cutout by the gearshifter either needs to be bigger or get rid of it.
What are your favorite parts of your new vehicle?	The radio, and the ride.
Transmission gear change performance (smoothness)	2.
Vehicle storage and space usage	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Clarity of sound	5.
Integration with media players	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Wheels, rims, and tires appearance and styling	5.
Head/leg/foot room	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Fuel economy and driving range	3.
Integration with phones	5.
Navigation system route accuracy	4.
Engine performance during acceleration	4.
Overall audio, entertainment, and navigation system impression	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Ride quality	5.

About You

How many children 17 or under live in your household?	0.
Primary vehicle you were considering:	200. Chrysler. Primary Considered Vehicle: New. 2014.
Please tell us about the vehicle you replaced (if applicable)	2013. Replaced Vehicle: Purchased New.

About You	
Vehicle quality	Ford.
Financing options	Taurus.
When considering this vehicle	3.
	5.
	Interact with dealership by phone.
	Visit the dealership.
	Test drive the vehicle.
	Research online.
What is your current marital status?	
Please indicate the primary driver's age.	
Which, if any, influenced your purchase decision? (check all that apply):	Dealership information.
	Manufacturer's website.
	Recommendations from friends or family.
	Vehicle test drive.
What is your primary language?	English.
What year were you born?	
What price did you pay for your vehicle?	38000
Vehicle performance	3.
Please indicate your highest education level	4 year college degree.
Please indicate your ethnicity	
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please indicate your occupation.	
What is your total household income (before taxes)?	\$60,000 - \$79,999.
Vehicle availability	2.
Convenience of dealership location	3.
Dealership treatment	5.
Vehicle styling	5.
Which of the following best describes the area you live in?	Suburban.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Trade-in allowance	3.
Vehicle fuel economy	4.
Price	5.
Ability to test drive	5.
Please indicate your occupation status.	Employed.
Please indicate your gender	

Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	It will keep RPM's high even though my foot is not on the pedal.
	It seems like it doesn't know when to change gears.
	It will keep RPM's high even though my foot is not on the pedal.
Going into which gear/gears does the trouble occur? (check all that apply)	Braking.
	It will just rev the engine without my foot being on the pedal for about 3 seconds before changing to the 3rd gear.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Just starting the car up when I pull out of my driveway
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Sun Visor has gaps/poor fit	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate which Sun Visor you are having a concern with.	Blinded by the sun and the pull out wasn't enough. Also, the last car I was in had the windshield tinted at the top.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Overview	
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Some imes I think I am in park but I am in reverse Some imes I think I am in park but I am in reverse
Additional Comments:	Just hard to get used to. Doesn't always do what I think its going to. Hard to change quickly with confidence.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Other (please describe).
Automatic Transmission	
Automatic Transmission	Shifts at wrong times. Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Transmission and Drivetrain.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Trans issues. [REDACTED]
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Appearance	
Appearance	Sun Visor has gaps/poor fit.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH7DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	12/13/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6341210993
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K309245085
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	277628724	Report Version	5	Open Date	11/20/2014
Close Date	11/20/2014	Narrative Date	11/27/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Please explain further about your choice to recommend your vehicle:	i only buy mopars i have owned over 50
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	hot rod classic cars mopar action
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Did you review the Printed User Guide?	Yes.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Was the trouble resolved to your satisfaction?	No.
Did you review the Owner's Information DVD?	No.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Smartphone Application covers the necessary features	4 (agree).

Detail on High Rated Items

You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	incredible for a 6 cyl eng
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	it gets lots of looks & comments
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	rear lighting gets compliments
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	it's very good for a low line model
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	mopar wins again
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	the '15 cars the '15 chargers are not as good
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	best looking car on the road
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	pearl coat very well done
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	i like the scallops
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	like the folding rear seat backs
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	very good handling & ight quiet interior
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	very tight cabin

Vehicle Satisfaction Ratings	
What are your favorite parts of your new vehicle?	styling performance
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ride quality	4.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior noise level while driving	5.
Engine performance during acceleration	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Rear view styling (rear fascia, bumper)	5.
Engine sound	5.
Is there anything about your new vehicle you would like to see changed?	gear selector
Ease of getting into and out of vehicle	3.
Ease of using system displays while driving	4.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
What is your attitude overall towards the BRAND of your new car?	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
What is your attitude overall towards your new car?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Engine exhaust sound	3.
Clarity of sound	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
How was your purchasing experience (the dealer/dealership)?	4.
Wheels, rims, and tires appearance and styling	5.

Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	when i'm in a hurry
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Additional Comments:	it's bad in tight parking when several gear changes are required
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R).
How often does this trouble occur?	too many inputs to operate the selector
To the best of your recollection, the trouble was first noticed:	Trouble occurs regularly.
	Within the 1st month after delivery.

About You	
Vehicle availability	1.
Dealership treatment	1.
Vehicle quality	1.
Please tell us about the vehicle you replaced (if applicable)	1999.
	300M.
	Chrysler.
	Replaced Vehicle: Purchased Used.
Primary vehicle in your household:	2012.
	Town & Country.
	Chrysler.
	Primary Household Vehicle: Purchased Used.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Vehicle styling	3.
Vehicle fuel economy	5.
Which, if any, influenced your purchase decision? (check all that apply):	Automotive magazines.
	Previous experience with the vehicle/brand.

About You	
Please indicate your ethnicity	Dealership information.
When considering this vehicle	Vehicle test drive.
	Caucasian.
	Interact with dealership by phone.
	Research online.
	Visit the dealership.
	Test drive the vehicle.
Please indicate your gender	
What is your current marital status?	Married.
Primary vehicle you were considering:	Primary Considered Vehicle: Used.
	2008.
	Chrysler.
	300.
Did you purchase or lease your vehicle?	Purchase.
Secondary vehicle in your household:	Ram 1500 CNG.
	Dodge.
	Secondary Household Vehicle: Purchased Used.
Vehicle performance	1.
What price did you pay for your vehicle?	\$25k
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	required premium fuel
How may children 17 or under live in your household?	0.
Price	1.
Ability to test drive	1.
Please indicate your occupation status.	Retired.
Which of the following best describes the area you live in?	Rural.
Convenience of dealership location	1.
Trade-in allowance	1.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Financing options	1.
Please indicate your highest education level	2 year college degree.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays.
	Transmission and Drivetrain.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	electric gear selector is annoying i doubt that the new knob shifter is any better on the '15s

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
What has Chrysler done right?	making preformance cars for enthusiasts

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG8EH	Model Year	2014	Body	LDES48	DODGE CHARGER SXT AWD FOUR DOOR SEDAN	
Built Date	01/29/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6008410618
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K014461439
Color	PX8	PITCH BLACK					

Report Number		System Key	278085876	Report Version	5	Open Date	11/25/2014
Close Date	11/25/2014	Narrative Date	12/02/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Gear selector is difficult to operate (auto. trans.)

Additional Comments:	The electronic gear shift is an annoyance. You can't downshift to a specific gear which, in the mountainous region of PA where I often drive, I don't have good control going downhill. The old autostick selector was better. I also don't like the fact that you have to have your foot on the brake, in order to shift. Coming through a carwash, for example, you have to hit the brake to shift from N to D, whereas with the old shifter, you could be rolling at 2 mph or so. Sounds like a small deal, until you have someone right behind you in that carwash.
Going into which position is the gear selector difficult to operate? (check all that apply):	Other (please explain in Additional Comments box below).
To the best of your recollection, the trouble was first noticed:	At delivery.

About You

Primary vehicle in your household:	1997. CL. Acura.
Please tell us about the vehicle you replaced (if applicable)	2008. Jeep. Grand Cherokee.
Primary vehicle you were considering:	2014. 300. Chrysler. Primary Considered Vehicle: New.
Please indicate the primary driver's age.	
Secondary vehicle you were considering:	Chrysler. 200. 2014. Secondary Considered Vehicle: New.
Please indicate your occupation status.	Employed.
Please indicate your occupation.	
Please indicate your gender	
What is your current marital status?	
What is your total household income (before taxes)?	More than \$200,000.
Please indicate your ethnicity	
What year were you born?	
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Price	4.
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
Which of the following best describes the area you live in?	Suburban.
Secondary vehicle in your household:	1997. Acura. CL.
Vehicle quality	4.
Vehicle styling	4.
What is your primary language?	English.
How many children 17 or under live in your household?	0.
Please indicate your highest education level	Graduate degree.

Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	4.
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Vehicle Satisfaction Ratings	
What are your favorite parts of your new vehicle?	Large screen
Steering wheel adjustment	3.
Overall audio, entertainment, and navigation system impression	5.
Is there anything about your new vehicle you would like to see changed?	Shifter!
Overview	
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which feature or section of the Printed User Guide did you find most helpful and why?	Information related to the UGDO and how to program it.
Please explain further about your choice to recommend your vehicle:	Vehicle is fantastic, gets great fuel economy, has a large truck. Great combination. The red leather interior generates a ton of positive comments!
Printed User Guide covers the necessary features	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Printed User Guide?	Yes.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.
What Can We Do Better?	
What has Chrysler done right?	Just about everything, I think. The vehicle is perfectly proportioned, handles great, has excellent performance and fuel economy, and is comfortable, even over long trips. I worked on the LX and LD product team before I retired. This vehicle has been improved even further and is continuing the legacy that we started back in 2000 - 2004. Well done.
Feedback/Concerns:	I would like to have some way of tracking oil condition...that is, how many miles until an oil change is due. If that's already available, I've missed it.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH3EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	01/31/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6023410476
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K009461537
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	278401836	Report Version	5	Open Date	11/27/2014
Close Date	11/27/2014	Narrative Date	12/04/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Did you purchase or lease your vehicle?	Purchase.
Vehicle quality	5.
Vehicle fuel economy	5.
Which, if any, influenced your purchase decision? (check all that apply):	Consumer Reports ratings. Manufacturer?s website. Previous experience with the vehicle/brand. Automotive magazines. Dealership information. Kelley Blue Book. Vehicle test drive.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Trade-in allowance	1.
Vehicle availability	4.
Ability to test drive	5.
Primary vehicle you were considering:	Chevrolet. 2014. Primary Considered Vehicle: New. Impala.
Secondary vehicle you were considering:	Chevrolet. Impala. Secondary Considered Vehicle: New.
Which of the following best describes the area you live in?	Rural.
When considering this vehicle	Visit the dealership. Research online. Test drive the vehicle.
Convenience of dealership location	4.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Price	4.
Vehicle performance	5.
Please indicate your gender	
Financing options	1.
Vehicle styling	4.
Please indicate your highest education level	4 year college degree.
Dealership treatment	5.

Voice Activation / Recognition finishes before completing a command

How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	Does it in almost perfect quiet. Very irritating.
Do you usually set HVAC vent direction toward ceiling?	No.
What button did you use?	Speaker symbol on iPhone

Voice Activation / Recognition

Voice Activation / Recognition	Voice Activation / Recognition finishes before completing a command.
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Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Overview

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Vehicle Satisfaction Ratings	
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
How was your purchasing experience (the dealer/dealership)?	5.
Is there anything about your new vehicle you would like to see changed?	Improve driver's seat, shift mechanism and phone/sound system integration as described
Seat adjustment and comfort	1.
Safety and visibility while driving	3.
Engine performance during acceleration	3.
Ease of using system displays while driving	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards the BRAND of your new car?	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Integration with phones	1.
Vehicle storage and space usage	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Ease of getting into and out of vehicle	2.
Fuel economy and driving range	4.
How do you feel about the durability of your new vehicle?	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Interior noise level while driving	5.
Transmission gear change performance (smoothness)	5.
What are your favorite parts of your new vehicle?	Style, 8 speed trans, suspension, Beats sound system
Interior comfort, design and appearance of interior (overall impression)	2.
Engine sound	3.
Steering and handling (responsiveness, stability)	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Ride quality	4.
Integration with media players	1.
Steering wheel adjustment	1.
Overall audio, entertainment, and navigation system impression	3.
Engine exhaust sound	3.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
What is your attitude overall towards your new car?	4.
Brake responsiveness/effort	5.

Touchscreen Controls	
Touchscreen Controls	Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.

Hands-Free Phone / Bluetooth system loses connection	
Lost connection problem happens when:	In the middle of a call.

Hands-Free Phone / Bluetooth system loses connection	
Additional Comments:	Iphone 5 (iOS 8.1), Plantronics Bluetooth ear bud. Either way, system will transfer audio between phone and car randomly. "Transfer" screen button to go from phone to car or car to phone has never worked. The dealership checked and it has the most current software.
Is there more than one phone paired to the vehicle?	No.
How often does this trouble occur?	Trouble occurs regularly.
Were you in the middle of a call?	No.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.

Entertainment/Navigation System/Connectivity	
If known, please tell us your software version	8.1
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	AT&T Mobile.
Please tell us your cell phone model	iPhone 5

Detail on Low Rated Items	
You rated integration with media players Low. Use this space to provide any specific comments you would like to share.	audio won't stay on Pause when selected. If a phone call comes in while music has been paused, upon completing the phone call, the music starts playing (every time) instead of staying on pause.
You rated steering wheel adjustment Low. Use this space to provide any specific comments you would like to share.	Telescoping column doesn't have enough adjustment. Needs to be able to travel further to allow driver seat to go back far enough (all the way back) for leg/pedal adjustment/comfort, but still get the wheel close enough for arm comfort and optimum steering control.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	That center gear shifter sucks. No other way to say it. You can't slam it into reverse. You can't even finesse it into reverse half the time you're in a parking lot situation and you're trying to move quickly. You have to go sloooooowwww... Stupid, especially for a "performance" type car. Where's the shifter performance?
You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.	Driver's seat side bolsters come too far in toward the center, cause leg irritation on hour+ drives. Overall depth (front to back) is not long enough to provide full leg (body) support for a 6 foot tall person.
You rated integration with phones Low. Use this space to provide any specific comments you would like to share.	unpredictable audio - switches between phone and car at will
You rated vehicle storage and space usage Low. Use this space to provide any specific comments you would like to share.	2014 Chevy Impala is the standard
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Way beyond the music/cell audio system issues is that shifter. Next is the uncomfortable driver's seat

Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
Please describe conditions when this trouble occurs:	Randomly, usually during first 5 minutes after startup
Please indicate which controls/menus are broken/not working properly (check all that apply):	Music from iPhone. Selecting pause doesn't "hold". System will start playing again all on its own - i.e. without hitting the "Play" symbol on the touchscreen
How often does this trouble occur?	Trouble occurs regularly.

Seat material was damaged or dirty at delivery	
Additional Comments:	Don't like the seat bottom. Not deep enough (not enough full leg support) and the side bolstering comes too far into the middle of the seat and on drives of an hour or more puts pressure points on the outside edges of the leg. A larger flat area would be preferred. My 2003 BMW Z4 seats, small as that car is are more comfortable.
Please indicate which seat has trouble with its material (check all that apply):	Bottom cushion frame broke. New frame on order.
Trouble with the seat material is:	Other (please describe).

What Can We Do Better?	
What has Chrysler done right?	Nice shift patterns for both "D" and "S" modes. Like the paddles.
Feedback/Concerns:	Change/improve the transmission shift mechanism. I hate how even when being careful you'll miss getting it in reverse. If you had to do an evasive maneuver that involved pulling forward quickly, stopping and "slamming it into reverse" to get out of the way... you couldn't do it... train coming, car flying through a stop sign, whatever... you might die. Trunk, could use more capacity.

Seat Material	
Seat Material	Seat material was damaged or dirty at delivery.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Seats. Entertainment/Navigation System/Connectivity.

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG8EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	09/17/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6214411128
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K247461030
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	279270155	Report Version	6	Open Date	12/03/2014
Close Date	12/03/2014	Narrative Date	12/10/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Climate control operation (function and ease of use)	4.
How was your purchasing experience (the dealer/dealership)?	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	A matching temperature knob like the fan speed knob - I hate using the up and down arrows for temp control. I'd like a better grab bar for closing the trunk - it's awkward grabbing. And I wish it wouldn't roll so fast in neutral so I could take it through the car wash!
Ride quality	2.
Support for popular music/video formats	3.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Clarity of sound	5.
Integration with media players	5.
What are your favorite parts of your new vehicle?	Styling, handling, and interior design
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Detail on High Rated Items

You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Very powerful!
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Always been a damn good-looking car!
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Always been a damn good-looking car!

Detail on High Rated Items

You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	For an 8-speed, it shift pretty smoothly. Just a weirdness every now and then as it finds a gear.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	I really haven't integrated any media players so I went high because there wasn't a N/A option,
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Love the materials used for the dash. I remember sitting in a 300 back in 09 or 10 and thought it looked cheap. Now it looks very high quality. Like the white sticking in the black leather.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Very quiet!
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Love the materials used for the dash. I remember sitting in a 300 back in 09 or 10 and thought it looked cheap. Now it looks very high quality. Like the white sticking in the black leather.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	Chrysler is on a roll - keep it up. I rented a Town and Country over T-giving week - I hope you got some redesigns happening with that - seemed aged.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Handling is great!
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Love the smokey grey wheels on the S model.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	Well see. I only leased it for 27 mo/36K miles so everything will be covered under warranty. My last 7 cars have all been excellent with no trips back to the Service dept other than routine maint so I hope this is the same.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Always been a damn good-looking car!
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	As mentioned, overall LOVE the car. I'm not happy about the neutral gear torque and not sure how I'm going to keep it clean. I buy an unlimited car wash package because I love a clean car and now can't use it because this car rolls to easy and I'm afraid to go through again.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Getting about the same MPG as I got in my 2012 4cyl FWD Buick Regal. I think that's great considering bigger, heavier, more powerful and AWD.
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	Nice growl for the S model.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	Seats are very comfortable.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	The fog light illuminate much better than my last car.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Very quiet
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	When clean, the granite looks very deep. I wish I could keep it clean but can't because I can't take it through a car wash!

Slips/will not engage gear properly/shifts erratically

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	I drove about 2 miles from my office to the car wash.
Going into which gear/gears does the trouble occur? (check all that apply):	Neutral position is NOT neutral - car rolls too easily as if it has some torque being applied. Impossible to go through a car wash in Neutral.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Sitting in Neutral trying to go through a car wash.

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	I think you already switched to a rotary nob in the 2015 so maybe complaints have already mounted about this joy stick gear shift.
Going into which position is the gear selector difficult to operate? (check all that apply):	The joy stick gear selector is difficult to use. I'm pretty used to it and still have to pay close attention when shifting in and out of Drive. Dumb feature.
Please describe conditions when this trouble occurs:	Anytime I'm switching gears.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

About You

Trade-in allowance	3.
Dealership treatment	3.
Vehicle styling	3.
Please tell us about the vehicle you replaced (if applicable)	Buick. 2012.

About You	
When considering this vehicle	Regal. Replaced Vehicle: Purchased New. Interact with dealership by email. Research online. Test drive the vehicle. Visit the dealership. Interact with dealership by phone. Suburban.
Which of the following best describes the area you live in?	
What price did you pay for your vehicle?	
Price	3.
Ability to test drive	3.
Vehicle fuel economy	3.
Please indicate your occupation status.	Employed.
Primary vehicle you were considering:	Jeep. Primary Considered Vehicle: New. Cherokee.
How may children 17 or under live in your household?	0.
Vehicle performance	4.
Please indicate your gender	
Which, if any, influenced your purchase decision? (check all that apply):	On-Line blogs or forums. Kelley Blue Book. Previous experience with the vehicle/brand.
Please indicate your occupation.	
What is your current marital status?	
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Convenience of dealership location	3.
Financing options	3.
Please indicate your highest education level	4 year college degree.
Vehicle availability	5.
Vehicle quality	5.
Please indicate your ethnicity	
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Overview	
Printed User Guide covers the necessary features	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	I read Detroit News regularly and read issues of all of the above that are at the doctor's office and my health club.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Please provide feedback on how Chrysler can improve the Printed User Guide	None
Printed User Guide format is easy to understand and use	5 (strongly agree).
Was the trouble resolved to your satisfaction?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	As mentioned, I asked the service dept about the neutral gear and they said that it was normal. Sitting in my driveway in Neutral with only a slight grade to the street and getting up to 2 mph does not seem normal to me, nor does speeding through a car wash to point a worked had to hold my car back to slow it down on the roller track!
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	I'm very satisfied with my 300. I think the Neutral gear issue should be addressed. Also, I didn't see a choice for fuel tank. I used to really fill my cars up and with this car, if I don't remove the filler nozzle as soon as it clicks off, gas pours out onto my tires. That something else the service dept said was normal because of some release valve. Seems like a safety hazzard!
Was there information needed that was not included in the User Guide?	None

Overview	
Which feature or section of the Printed User Guide did you find most helpful and why?	Use of entertainment system.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Gear selector is difficult to operate (auto. trans.).

What Can We Do Better?	
What has Chrysler done right?	I think Chrysler marketing has done a great job creating interest. The design team for interior materials has done a great job upgrading the interiors. My brother recently rented a 2015 200 and loved it so those engineers and designers did a great job. The new dealership look is nice too. I bought mine from one in the woods so it's service dept hasn't been all fixed up like others I've seen so hopefully they get around to that. That's a requirement anymore - a nice waiting area for Service.
Feedback/Concerns:	Other than these couple things I LOVE this car! I've loved 300s since they first came out and when the oppty came up on the clearance event I went for it and am very happy. Was looking at a Cherokee or 200 but decided to go with the 300. Love the looks, love the size, love the power and fuel economy. I wish it had a smoother ride but I think because I got the S model and AWD it's got a firmer ride that I wasn't expecting.

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG7EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	11/12/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6299310615
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K306363561
Color	PX8	GLOSS BLACK					

Report Number		System Key	279456474	Report Version	6	Open Date	12/04/2014
Close Date	12/04/2014	Narrative Date	12/11/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	4.
Support for popular music/video formats	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Fuel economy and driving range	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	doors are hard to close they are long for short armed people
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of using system displays while driving	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
What are your favorite parts of your new vehicle?	sunroof and hands free calling
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Integration with phones	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Overall audio, entertainment, and navigation system impression	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.

Overview

Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	ITS A FLOOR MAT
Have you requested a paper version of the owner manual?	No.
Which feature or section of the Smartphone Application did you find most helpful and why?	that my contacts downloaded into my car by its self verses adding them one at a time namually
What information did you need that was not included in the Smartphone Application?	call back would be nice when line is busy, you have to scroll down again to locate number
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.

Overview

Which automotive publications do you subscribe to? (check all that apply)

Smartphone Application covers the necessary features

Would you recommend this vehicle to family or friends?

Please explain further about your choice to recommend your vehicle:

Please provide feedback on how Chrysler can improve the Smartphone Application

Information in the Smartphone Application is easy to find and access

Have you taken the vehicle to a dealer to have your trouble corrected?

Overall, how satisfied are you with the quality of your new vehicle?

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

If our team has any additional questions about your responses, would you accept further contact?

None or other (if other, please describe).

4 (agree).

Yes.

I DO NOT LIKE THE NEW SHIFTER it is hard to take from park to drive and it appears to hang when in reverse on an incline and trying to get into drive sometimes when a call is complete you have to push the end call button more than once to return back to radio

4 (agree).

No.

Satisfied.

Yes.

Yes, by e-mail only.

About You

Price

5.

Ability to test drive

5.

Vehicle fuel economy

5.

Please indicate your ethnicity

[REDACTED].

Please indicate your occupation.

[REDACTED].

Primary vehicle in your household:

Lucerne.

2009.

Primary Household Vehicle: Purchased Used.

Buick.

Did you purchase or lease your vehicle?

Purchase.

Which of the following best describes the area you live in?

Suburban.

What year were you born?

[REDACTED]

Primary vehicle you were considering:

2014.

Mercedes-Benz.

Primary Considered Vehicle: New.

C-Class.

What is your average miles per gallon (MPG) with your vehicle?

21-22 mpg.

Vehicle availability

5.

Trade-in allowance

5.

Dealership treatment

5.

Vehicle quality

5.

Vehicle styling

5.

Please indicate the primary driver's age.

[REDACTED]

Please indicate your occupation status.

Employed.

What is your primary language?

English.

What is your current marital status?

[REDACTED]

Is this your first new vehicle ever purchased / leased?

No.

Please tell us about the vehicle you replaced (if applicable)

Replaced Vehicle: Purchased New.

300.

Chrysler.

2012.

Trade / technical school.

\$150,000 - \$199,999.

Please indicate your highest education level

What is your total household income (before taxes)?

Convenience of dealership location

4.

Financing options

4.

When considering this vehicle

Test drive the vehicle.

Visit the dealership.

Research online.

How many children 17 or under live in your household?

0.

Vehicle performance

5.

Please indicate your gender

[REDACTED]

Welcome

Please tell us how many miles are currently on your vehicle:

More than 10,000.

Are you the primary driver of this vehicle?

Yes.

Other

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Other	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.

Floor mats will not stay in place	
Please describe conditions when this trouble occurs:	ANYTHIME
Please indicate which floor mat will not stay in place (check all that apply):	I WISH THE HOOK WAS BETTER TO KEEP MAT IN PLACE
How often does this trouble occur?	Trouble occurs regularly.

Detail on High Rated Items	
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	like having doors that open wide for handicap access however they are hard to reach when inside vehicle and trying to close since they open so wide
You rated ride quality High. Use this space to provide any specific comments you would like to share.	this car offers and exceptional ride
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	body style sets Chrysler apart. It is not a cookie cutter body style at all.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	everyone comments on my car on how quite it is inside.
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	wish they were brighter
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	love heated seats and back support. These are great for long trips. wish could make back support even more firmer

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	i would like to have the op ion to have door guards on doors to protect doors from damage and paint chipping from parking lot incidents

Operation and Functionality	
Operation and Functionality	Floor mats will not stay in place.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
What has Chrysler done right?	great body style. be a leader not a follower.
Feedback/Concerns:	poor drainage in trunk when you open trunk he water can run into trunk verses away from it

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Other.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG1DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	02/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6029321981
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K026361553
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	279880423	Report Version	6	Open Date	12/06/2014
Close Date	12/06/2014	Narrative Date	12/12/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Integration with phones	2.
Clarity of sound	3.
Headlight illumination/performance during night-time driving	3.
Safety and visibility while driving	3.
Engine sound	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Engine performance during acceleration	4.
Ease of using system displays while driving	2.
Location and usefulness of interior lighting	2.
Steering wheel adjustment	3.
Head/leg/foot room	4.
How was your purchasing experience (the dealer/dealership)?	4.
Navigation system route accuracy	2.
Interior comfort, design and appearance of interior (overall impression)	2.
Seat adjustment and comfort	2.
Transmission gear change performance (smoothness)	2.
Rear view styling (rear fascia, bumper)	3.
Ease of getting into and out of vehicle	3.
Brake responsiveness/effort	3.
How do you feel about the durability of your new vehicle?	3.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Fuel economy and driving range	4.
Ride quality	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Climate control operation (function and ease of use)	3.
Engine exhaust sound	3.
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	3.
Appearance of exterior paint	4.
Interior noise level while driving	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Overall audio, entertainment, and navigation system impression	3.
Vehicle storage and space usage	3.

About You

Please indicate your highest education level	2 year college degree.
Vehicle availability	4.
Trade-in allowance	4.
Dealership treatment	4.
Vehicle styling	4.
Please indicate your ethnicity	
What is your primary language?	English.
Please tell us about the vehicle you replaced (if applicable)	Ford.
	Replaced Vehicle: Purchased New.
	2007.
	Freestyle.

About You

Please indicate your gender

What is your current marital status?

Primary vehicle in your household:

Is this your first new vehicle ever purchased / leased?

Primary vehicle you were considering:

Please indicate your occupation.

Which, if any, influenced your purchase decision? (check all that apply):

Financing options

Convenience of dealership location

Secondary vehicle you were considering:

When considering this vehicle

What is your average miles per gallon (MPG) with your vehicle?

Price

Ability to test drive

Vehicle quality

Vehicle fuel economy

Please indicate the primary driver's age.

Did you purchase or lease your vehicle?

Which of the following best describes the area you live in?

Vehicle performance

Please indicate your occupation status.

What year were you born?

How many children 17 or under live in your household?

Married.

Mercury.

Monterey.

Primary Household Vehicle: Purchased Used.
2006.

No.

Primary Considered Vehicle: New.

Genesis.

Hyundai.

2013.

Professional Specialty.

Vehicle test drive.

Edmunds.

Automotive magazines.

On-Line blogs or forums.

1.

4.

Ford.

Taurus.

2013.

Secondary Considered Vehicle: New.

Test drive the vehicle.

Interact with dealership by email.

Research online.

Interact with dealership by phone.

Visit the dealership.

27-28 mpg.

4.

4.

4.

4.

Purchase.

Suburban.

4.

Retired.

0.

Overview

Information on the DVD is easy to find and access

Which automotive publications do you subscribe to? (check all that apply)

Did you review the Printed User Guide?

Did you review the Owner's Information DVD?

Printed User Guide format is easy to understand and use

Information in the Printed User Guide is easy to find and access

Please rate your overall level of satisfaction with the DVD

Overall, how satisfied are you with the quality of your new vehicle?

What have you used to view your DVD? (check all that apply)

Was the trouble resolved to your satisfaction?

If our team has any additional questions about your responses, would you accept further contact?

Printed User Guide covers the necessary features

DVD format is easy to understand and use

Please rate your overall level of satisfaction with the Printed User Guide

Would you recommend this vehicle to family or friends?

Where did you take your vehicle to have your trouble checked out? (check all that apply)

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Have you taken the vehicle to a dealer to have your trouble corrected?

3 (neither agree nor disagree).

None or other (if other, please describe).

Yes.

Yes.

3 (neither agree nor disagree).

3 (neither agree nor disagree).

4 (satisfied).

Dissatisfied.

Home DVD Player.

Vehicle DVD Player.

No.

Yes, by phone only.

3 (neither agree nor disagree).

3 (neither agree nor disagree).

3 (neither satisfied nor dissatisfied).

No.

Took to a different dealer.

Yes.

Yes.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Adjustable Pedals	
Adjustable Pedals	Adjustable pedals work but are difficult to understand/use; controls are in a poor location.
Adjustable pedals work but are difficult to understand/use; controls are in a poor location	
Please indicate why the adjustable pedals are difficult to understand/use; controls are in a poor location (check all that apply):	Controls are difficult to locate.
Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):	Controls require too much attention (must take eyes off the road) to operate. Controls require too much effort/force to operate.
Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):	Auto trans hard to get in drive or reverse
Please indicate which of the following best describes your concern (check all that apply):	Cannot see on sunny days
Tire pressure monitoring system works properly, but difficult to understand/use; in poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.
Please indicate why the tire pressure monitoring system controls are difficult to understand/use; are in a poor location (check all that apply):	Controls require too much effort/force to operate. Controls require too much attention (must take eyes off the road) to operate.
Interior lights	
Interior lights	Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location.
Lumbar support adjustment controls are difficult to understand/use	
Please indicate which seat's controls are difficult to understand/use (check all that apply):	Driver's seat. Front passenger seat.
Please indicate why the controls are difficult to understand/use (check all that apply):	Controls require too much effort/force to operate.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.
Please indicate which type of seat controls are difficult to understand/use (check all that apply):	Power adjustment controls.
Recliner adjustment controls are difficult to understand/use	
Please indicate which seat's controls are difficult to understand/use (check all that apply):	Driver's seat. Front passenger seat.
Please indicate which type of seat controls are difficult to understand/use (check all that apply):	Power adjustment controls.
Engine does not idle properly: idles rough, too low, or too high	
Engine idle trouble occurs (check all that apply):	Driving the vehicle for more than 20 minutes. Within first 5 minutes after starting vehicle.
What best describes the engine idle trouble? (check all that apply):	intermittent
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Engine. Seats. Entertainment/Navigation System/Connectivity. Other. Transmission and Drivetrain.
Exterior light controls work properly, but difficult to understand/use; in a poor location	
Please indicate which exterior light feature's controls are difficult to understand/use; are in a poor location (check all that apply):	Headlight/parking light switch. Automatic light control.
Please indicate which of the following best describes your concern (check all that apply):	Poor location.

Exterior light controls work properly, but difficult to understand/use; in a poor location

Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):

Controls require too much attention (must take eyes off the road) to operate.

Features and Controls

Features and Controls

Interior lights.
Light switches/controls.
Reverse-Camera.
Adjustable Pedals.
Tire pressure monitoring system.
Voice Activation System.

Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location

Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):

Navigation system controls.
Radio band/mode selection controls.
Forward/reverse controls.

Please indicate which of the following best describes your concern (check all that apply):

Poor location.

Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):

Controls require too much attention (must take eyes off the road) to operate.
Controls require too much effort/force to operate.

Voice Activation System works properly, but difficult to understand/use; controls in a poor location

Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):

Phone.

Please indicate which of the following best describes your concern (check all that apply):

Poor location.

Please indicate why the Voice Activation System controls are difficult to understand/use; are in a poor location (check all that apply):

Controls require too much attention (must take eyes off the road) to operate.

Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location

Please indicate which of the following best describes your concern (check all that apply):

Poor location.
Difficult to use.

Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):

Controls require too much attention (must take eyes off the road) to operate.

Reverse-camera works properly, but difficult to understand/use; controls in a poor location

Please indicate which of the following best describes your concern (check all that apply):

Poor location.

Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):

Can not see in sun light

Reverse-Camera

Reverse-Camera

Reverse-camera works properly, but difficult to understand/use; controls in a poor location.

Touchscreen Controls

Touchscreen Controls

Touchscreen Controls/Menu: Front Screen Display: Other Concerns.
Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.
Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location.

Gear selector is difficult to operate (auto. trans.)

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Going into which position is the gear selector difficult to operate? (check all that apply):

Drive (D).
Reverse (R).

Why is the gear selector difficult to operate?

Gear selector requires too much effort/force to operate.

Entertainment/Navigation System/Connectivity

Please choose your cell phone carrier

Verizon Wireless.

Please choose your cell phone brand

LG.

Please tell us your cell phone model

LG Exalt

Voice Activation / Recognition doesn't recognize command

Please describe when this trouble occurs:

When stating a name.

How often does this trouble occur?

Trouble occurs intermittently.

Do you usually set HVAC vent direction toward ceiling?

No.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Hard controls/menus: Front Screen Display: Other Concerns	
Additional Comments:	Some rough idle at stop light
Please describe the other trouble you experienced:	When coming to a stop trans, rough down shifting into lower gears
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	braking
Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display: Other Concerns. Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location. Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.
Adjustments and Controls	
Adjustments and Controls	Lumbar support adjustment controls are difficult to understand/use. Recliner adjustment controls are difficult to understand/use.
Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location	
Please indicate why the front screen is difficult to understand/use (check all that apply):	Other (please describe).
Please indicate which of the following best describes your concern (check all that apply):	Poor location.
Additional Comments:	can't see when sunny
Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location	
Please indicate why the front screen is difficult to understand/use (check all that apply):	On a sunny day you cannot see the screen
Please indicate which of the following best describes your concern (check all that apply):	Poor location.
Automatic Transmission	
Automatic Transmission	Shifting paddles/buttons difficult to operate. Gear selector is difficult to operate (auto. trans.).
Tire pressure monitoring system	
Tire pressure monitoring system	Tire pressure monitoring system works properly, but difficult to understand/use; in poor location.
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.
What Can We Do Better?	
What has Chrysler done right?	good gas mileage & ride
Navigation system screen is in a poor location	
Additional Comments:	The touch screen can not be seen in sun light
Hands-Free Phone / Bluetooth system voice activation doesn't recognize command	
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe when this trouble occurs:	When stating a name.
Shifting paddles/buttons difficult to operate	
Why is the shifting paddle/button difficult to operate?	Shifting paddle/button requires too much effort/force to operate.
How often does this trouble occur?	Trouble occurs regularly.

Shifting paddles/buttons difficult to operate

Going into which gear is the shifting paddle/button difficult to operate? (check all the apply): All positions.

To the best of your recollection, the trouble was first noticed: At delivery.

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

Voice Activation System

Voice Activation System Voice Activation System works properly, but difficult to understand/use; controls in a poor location.

Light switches/controls

Light switches/controls Exterior light controls work properly, but difficult to understand/use; in a poor location.

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System Navigation system screen is in a poor location.

Touchscreen Controls/Menu: Front Screen Display: Other Concerns

How often does this trouble occur? Trouble occurs intermittently.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH5CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	11/18/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6315111278
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K284177507
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number		System Key	280190276	Report Version	5	Open Date	12/09/2014
Close Date	12/09/2014	Narrative Date	12/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

What Can We Do Better?							
What has Chrysler done right?				8spd xmission			
Feedback/Concerns:				Change the shifter, I love the 8spd xmission but really tired of not being in the gear I want			

Squeak/rattle/abnormal noises from overhead console							
Additional Comments:				goes away if you hit it			
Approximate mileage when trouble was first noticed was:				4000 - 7999 miles.			
Please describe in the box below where from the overhead console the trouble with abnormal noises is located:				dome light area, sounds like loose wires			
How often does this trouble occur?				Trouble occurs intermittently.			
To the best of your recollection, the trouble was first noticed:				More than 3 mon hs after delivery.			

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	The shifter
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine performance during acceleration	4.
Seat adjustment and comfort	3.
Overall audio, entertainment, and navigation system impression	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Clarity of sound	3.
Ease of using system displays while driving	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Integration with phones	3.
Integration with media players	4.
Exterior design and appearance (overall impression)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Steering wheel adjustment	4.
Climate control operation (function and ease of use)	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.

Overview

Overview	
Please rate your overall level of satisfaction with the DVD Information on the DVD is easy to find and access Which automotive publications do you subscribe to? (check all that apply) Did you review the Owner's Information DVD? Please provide feedback on how Chrysler can improve the DVD Please explain further about your choice to recommend your vehicle: Have you taken the vehicle to a dealer to have your trouble corrected? Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Overall, how satisfied are you with the quality of your new vehicle? Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Would you recommend this vehicle to family or friends? Printed User Guide covers the necessary features DVD format is easy to understand and use Please rate your overall level of satisfaction with the Printed User Guide What have you used to view your DVD? (check all that apply) If our team has any additional questions about your responses, would you accept further contact? Printed User Guide format is easy to understand and use Information in the Printed User Guide is easy to find and access Did you review the Printed User Guide?	2 (dissatisfied). 3 (neither agree nor disagree). None or other (if other, please describe). Yes. It's been too long/don't remember The shifter is the only thing I don't like, but I really don't like it. Bad enough that I will consider getting the 5spd next time. No. No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). Satisfied. Yes. Yes. 3 (neither agree nor disagree). 3 (neither agree nor disagree). 3 (neither satisfied nor dissatisfied). Computer/laptop. Yes, by e-mail only. 3 (neither agree nor disagree). 3 (neither agree nor disagree). Yes.
About You	
Primary vehicle in your household: Please indicate the primary driver's age. Secondary vehicle in your household: Please indicate your occupation status. Please tell us about the vehicle you replaced (if applicable) Please indicate your gender Is this your first new vehicle ever purchased / leased? What is your total household income (before taxes)? How many children 17 or under live in your household? Please indicate your occupation. What is your average miles per gallon (MPG) with your vehicle? Please indicate your ethnicity What is your primary language? Did you purchase or lease your vehicle? Which of the following best describes the area you live in? What is your current marital status? When considering this vehicle	2012. Primary Household Vehicle: Purchased New. Dodge. Charger. [REDACTED] Chevrolet. G Series Van. Secondary Household Vehicle: Purchased Used. Employed. Honda. Replaced Vehicle: Purchased New. Fit. [REDACTED] No. \$80,000 - \$99,999. 0. Technical Specialty. 25-26 mpg. [REDACTED] English. Purchase. Suburban. [REDACTED] Test drive the vehicle. Visit the dealership.
Shifting paddles/buttons difficult to operate	
Why is the shifting paddle/button difficult to operate? Please describe conditions when this trouble occurs: Approximate mileage when trouble was first noticed was: To the best of your recollection, the trouble was first noticed: Additional Comments: How often does this trouble occur? Going into which gear is the shifting paddle/button difficult to operate? (check all that apply):	Other (please describe). when the car doesn't want to go into park 0 - 1499 miles. Within the 1st month after delivery. have chased my car down the driveway twice. no or insufficient tactile feedback (8 spd) Trouble occurs regularly. park
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from overhead console.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Transmission and Drivetrain.
Automatic Transmission	
Automatic Transmission	Shifting paddles/buttons difficult to operate.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	
Yes.	

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG3EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	09/19/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6240321605
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K257363229
Color	PX8	GLOSS BLACK					

Report Number		System Key	280190290	Report Version	5	Open Date	12/09/2014
Close Date	12/09/2014	Narrative Date	12/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

About You

What year were you born?	
Please tell us about the vehicle you replaced (if applicable)	2011. Replaced Vehicle: Purchased New. Charger. Dodge.
Financing options	3.
Trade-in allowance	4.
Dealership treatment	4.
Vehicle quality	4.
Vehicle styling	4.
Please indicate your ethnicity	
Which, if any, influenced your purchase decision? (check all that apply):	Consumer Reports ratings. Previous new Chrysler vehicles I had (2006 and 2011 Chargers) Automotive magazines.
What is your current marital status?	
Please indicate your gender	.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership. Trade / technical school.
Please indicate your highest education level	Had \$8000 off of sticker price, so I pad about 33K for it.
What price did you pay for your vehicle?	\$100,000 - \$124,999.
What is your total household income (before taxes)?	2014.
Primary vehicle in your household:	Chrysler. Primary Household Vehicle: Purchased New. 300.
Please indicate the primary driver's age.	
Secondary vehicle in your household:	Chevrolet. Corvette. Secondary Household Vehicle: Purchased Used.
What is your primary language?	English.
How many children 17 or under live in your household?	0.
Convenience of dealership location	2.
Vehicle performance	4.
Price	4.
Vehicle fuel economy	4.
Please indicate your occupation status.	
Please indicate your occupation.	.
Which of the following best describes the area you live in?	Suburban.
Ability to test drive	2.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Vehicle availability	3.

Overview

Please provide feedback on how Chrysler can improve the Smartphone Application	Is difficult to pair phone with vehicle. When I bought the car, couple of the dealer rep's couldn't figure it out. Finally had one of my tech savvy kids do for me.
Printed User Guide format is easy to understand and use	4 (agree).
Did you review the Printed User Guide?	Yes.

Overview	
Did you review the Owner's Information DVD?	Yes.
Please explain further about your choice to recommend your vehicle:	I've had 3 recent Chrysler products. Two RT Chargers, 2006 and 2011, now I have 2014 300 S AWD. Love the ride/styling and have adaptive cruise control, as I had in my 2011, won't go without it now. Few things I would though have like to have in my 300 S, is a hemi, I couldn't get it and reason I went with the S instead of 300, I liked some of the styling features, black chrome and interior with the graphite, as opposed to the wood grain and the bolster seats as I had in my RT's, do not care for the regular seats, not comfortable.
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver. Motor Trend.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Information in the Printed User Guide is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
What have you used to view your DVD? (check all that apply)	Vehicle DVD Player.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

What Can We Do Better?	
Feedback/Concerns:	Not crazy about the new shifter and as I provided, I'm having trouble again with, after having fixed once. Haven't had time to bring in yet to fix.
What has Chrysler done right?	Love the RT Chargers and the 300's, great styling, good bang for the buck. Again, I've had three since 2006, 2006 RT with performance package, 2011, can't remember the package but it had every feature you could get in a R/T model, now have the 2014 300 S AWD.

Slips/will not engage gear properly/shifts erratically	
Are you using your vehicle for towing when the problem occurs?	No.
Please describe conditions when this trouble occurs:	When parking car and trying to shift into Park
Approximate mileage when trouble was first noticed was:	8000 miles or above.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Going into which gear/gears does the trouble occur? (check all that apply):	Brought car in to fix shifter. Could not easily get car into park, would have to push button and push lever twice or three times to get into park, if not watching car would be in reverse. Was fixed three months ago with new assembly put in. Having same problem again though, when I engage to put in park, it stops at reverse and have to re-engage shifter again to put into park.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	I think it's caused by when coins may slip out of the tray and fall down inside the shifter. the plastic cover does not prevent small objects, such as coins falling inside.

Detail on High Rated Items	
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Really easy to use, large display, and with satellite option I have easy to select restaurants, golf course, other places to go to, and easily touch screen to put address into nav for directions.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Classy front grill look and with LED headlights. I have black out chrome for my S option on 300, I prefer over all chrome. Like the lines/flow of body on the car
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	Guess I would compare to 2003 STS Cadillac I had several years ago, 56K sticker price, and was a very nice and comfortable car but \$ for \$ for 300 was a better deal.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Good trunk space for golf clubs and other things with complete fold down for back seats
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	Seats very comfortable with option bolstered seats I have. My 2006 RT had also, but did not have in my 2011 RT charger, and were not nearly as comfortable. I made a point for my 2014 300, to make sure the one I purchased had bolstered seats in it.

Detail on High Rated Items

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.

Very service orientated, good follow up. It was the Burnsville MN Chrysler dealership I purchased from. I did bring my car after shift problem to a closer dealer in Brooklyn Park and they did not get it fixed, I ended up bringing it back to Burnsville dealer I purchased from and they got it fixed quickly, though they did have to order in the part.

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.

Nice upgrade on interior, as opposed to the 2006 RT I had, which had too much hard plastic. I had 2011 RT that had change to softer plastic materials and my 2014 300 S, has same softer plastic materials and also has incorporated leather cover on dash, which looks nice and also dash gauges redesign.

You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.

See above

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Safety tech package/adaptive cruise control, bolstered seats
Wheels, rims, and tires appearance and styling	4.
Engine exhaust sound	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Get rid of this electronic shifter. Preferred shifter I had in my 2006 and 2011 RT's
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
How do you feel about the durability of your new vehicle?	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Integration with phones	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Ride quality	5.

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	e-mail, during the day at [REDACTED] or cell phone, any time, [REDACTED]

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The new Shifter as I mentioned several times.
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Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.
Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG8EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	03/03/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6037410521
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K013463065
Color	PX8	GLOSS BLACK					

Report Number		System Key	280189975	Report Version	5	Open Date	12/09/2014
Close Date	12/09/2014	Narrative Date	12/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

What Can We Do Better?

Feedback/Concerns:	Center headrest in rr seat is noticeably crooked
What has Chrysler done right?	Just about everything else

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	when I think I put it in park but it is actually in reverse
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Some imes does not reverse insted of park is sometimes chosen when attempting to put in park Reverse (R).

Vehicle Satisfaction Ratings

Integration with phones	4.
Vehicle storage and space usage	4.
Wheels, rims, and tires appearance and styling	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
What are your favorite parts of your new vehicle?	styling materials design
Transmission gear change performance (smoothness)	3.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Headlight illumination/performance during night-time driving	5.
Engine performance during acceleration	5.
Ride quality	5.
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
Integration with media players	4.
Safety and visibility while driving	4.
Navigation system route accuracy	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Is there anything about your new vehicle you would like to see changed?	back ctr headrest
Rear view styling (rear fascia, bumper)	4.
Fuel economy and driving range	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.

Vehicle Satisfaction Ratings	
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.

Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Soon after vehicle start-up. Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Maybe reflash trans engine control
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	Hesitation

Engine stumbles/hesitates/surges	
What best describes the engine drivability trouble? (check all that apply):	Hesitation at low speed upon acceleration under 15mph
Engine trouble occurs after vehicle is started at:	Warm condition - after vehicle is off for 1 - 6 hours. Cold condition - first start of the day or after vehicle is off for 6+ hours. Hot condition - after vehicle is off for less than 1 hour.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Engine trouble occurs (check all that apply):	Driving the vehicle more than 5 minutes but less than 20 minutes. Within first 5 minutes after starting vehicle.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Seems well built with good styling quality materials
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Engine. Seats.

About You	
What price did you pay for your vehicle?	42k
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.

Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Dissapointed the car did not have apps available for the radio

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG6DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	10/25/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6291211073
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K266229222
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	280388303	Report Version	5	Open Date	12/10/2014
Close Date	12/10/2014	Narrative Date	12/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	It does not click into part correctly twice I have going on my car it was rolling backwards almost ran over a little kid very bad deal
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P).

Vehicle Satisfaction Ratings

Ease of using system displays while driving	1.
Rear view styling (rear fascia, bumper)	1.
Vehicle storage and space usage	1.
Head/leg/foot room	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Location and usefulness of interior lighting	1.
Climate control operation (function and ease of use)	1.
How was your purchasing experience (the dealer/dealership)?	1.
What is your attitude overall towards your new car?	1.
Front view styling (front fascia, hood, grille, headlight area)	1.
Wheels, rims, and tires appearance and styling	1.
Engine exhaust sound	1.
Clarity of sound	1.
Integration with media players	1.
Support for popular music/video formats	1.
Appearance of exterior paint	1.
Ease of getting into and out of vehicle	1.
Interior noise level while driving	1.
Engine sound	1.
Brake responsiveness/effort	1.
Steering and handling (responsiveness, stability)	1.
How do you feel about the durability of your new vehicle?	1.
How do you feel about the VALUE of your new car? (i.e.	1.
Is there anything about your new vehicle you would like to see changed?	A locking for park
Overall audio, entertainment, and navigation system impression	1.
Integration with phones	1.
Navigation system route accuracy	1.
Exterior design and appearance (overall impression)	1.
Side/profile view styling (driver's side or passenger's side exterior area)	1.
Headlight illumination/performance during night-time driving	1.
Interior comfort, design and appearance of interior (overall impression)	1.
Seat adjustment and comfort	1.
Steering wheel adjustment	1.
Safety and visibility while driving	1.
Engine performance during acceleration	1.
Transmission gear change performance (smoothness)	1.
Fuel economy and driving range	1.
Ride quality	1.
What is your attitude overall towards the BRAND of your new car?	2.

Overview	
Smartphone Application covers the necessary features	5 (strongly agree).
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Printed User Guide covers the necessary features	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
About You	
Did you purchase or lease your vehicle?	Purchase.
Convenience of dealership location	4.
Is this your first new vehicle ever purchased / leased?	No.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG3DH	Model Year	2013	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN	
Built Date	12/21/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6345210014
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M315205686
Color	PX8	PITCH BLACK					

Report Number		System Key	280388306	Report Version	5	Open Date	12/10/2014
Close Date	12/10/2014	Narrative Date	12/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Please explain further about your choice to recommend your vehicle:	Great transmission; UConnect 8.4 very intuitive. But road noise sucks in the car and lots of squeaks / rattles now. Maybe the 300 has better insulation, am not sure.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	Have not referenced the owner's manual because the features of my vehicle are easy to understand and use. Have not referenced the owner's manual because I have not experienced an issue.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you requested a paper version of the owner manual?	No.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Tranmission, UConnect
Exterior design and appearance (overall impression)	1.
What is your attitude overall towards your new car?	4.
Ease of using system displays while driving	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
Front view styling (front fascia, hood, grille, headlight area)	1.
Wheels, rims, and tires appearance and styling	3.
Clarity of sound	5.
Integration with media players	5.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Side/profile view styling (driver's side or passenger's side exterior area)	1.
Rear view styling (rear fascia, bumper)	3.
Fuel economy and driving range	3.
Ride quality	3.
Headlight illumination/performance during night-time driving	4.
Integration with phones	5.
Navigation system route accuracy	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	More sound insulation, less squeaks and rattles.

Vehicle Satisfaction Ratings	
Interior noise level while driving	1.
Interior comfort, design and appearance of interior (overall impression)	4.
Overall audio, entertainment, and navigation system impression	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.

About You	
Financing options	1.
Price	3.
Vehicle performance	3.
Primary vehicle you were considering:	300. 2013. Chrysler. Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply):	NHTSA or IIHS safety ratings. Consumer Reports ratings.
When considering this vehicle	Test drive the vehicle. Interact with dealership by phone. Visit the dealership. Interact with dealership by email. Research online.
What price did you pay for your vehicle?	33000
Ability to test drive	1.
Vehicle quality	3.
Vehicle fuel economy	3.
Please tell us about the vehicle you replaced (if applicable)	Lincoln. MKS. 2011. Replaced Vehicle: Purchased New.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Was worried the 300 would be stolen in Detroit.
What is your total household income (before taxes)?	\$125,000 - \$149,999.
Convenience of dealership location	1.
Trade-in allowance	1.
How many children 17 or under live in your household?	1
Please indicate the primary driver's age.	18-24
What is your primary language?	English.
Please indicate your highest education level	Graduate degree.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	Male
What is your current marital status?	Married
Is this your first new vehicle ever purchased / leased?	No.
Vehicle availability	1.
Dealership treatment	1.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Vehicle styling	3.
Please indicate your ethnicity	White
Please indicate your occupation status.	Employed
Please indicate your occupation.	Professional/Managerial
Which of the following best describes the area you live in?	Suburban.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows.

Squeak/rattle/abnormal noises from door panels	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	I'm guessing where the squeaks are coming from. But generally speaking, the car has a lot of squeaks and rattles driving on secondary roads.

Squeak/rattle/abnormal noises from door panels	
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Squeak/rattle/abnormal noises from headliner	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please describe conditions when this trouble occurs:	Secondary roads. 6 mile between beck and haggerty.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please describe in the box below where from the headliner the trouble with abnormal noises is located:	I'm guessing where the squeaks are coming from. But generally speaking, the car has a lot of squeaks and rattles driving on secondary roads.

Detail on Low Rated Items	
You rated exterior design and appearance (overall impression) Low. Use this space to provide any specific comments you would like to share.	I don't care for the Duke's of Hazard look. Need better styling. Look at Ford Fusion and new Ford Edge. Those cars are beautiful.

Detail on High Rated Items	
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Two more speakers for more clarity would be great. I would have bought the Harman system if available in the Dodge.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Love the uConnect. Keep it the same.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Alpine system sucks. Beats much better.

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from door panels. Squeak/rattle/abnormal noises from headliner. Squeak/rattle/abnormal noises from window(s).

What Can We Do Better?	
Feedback/Concerns:	Dodge needs better styling. Look at what Ford is doing. More sound insulation.
What has Chrysler done right?	I like the 8 speed transmission, the Beats sound system, high quality interior. I wish Dodge had better tires, the Hankook tires suck.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Squeak/rattle/abnormal noises from window(s)	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG2CH	Model Year	2012	Body	LXCL48	CHRYSLER 300S V6 RWD FOUR DOOR SEDAN	
Built Date	05/07/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6118210680
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K110257620
Color	PX8	BLACK CLEAR COAT					

Report Number		System Key	280533585	Report Version	5	Open Date	12/11/2014
Close Date	12/11/2014	Narrative Date	12/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI		ZIP	48326 -275
Dealer Zone	ZZ					

About You

Trade-in allowance	1.
Dealership treatment	1.
Primary vehicle you were considering:	2012. Charger. Dodge. Primary Considered Vehicle: New.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Please indicate the primary driver's age.	
Which, if any, influenced your purchase decision? (check all that apply):	Dealership information. Previous experience with the vehicle/brand.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2008. Avenger. Dodge. Suburban. Visit the dealership. Research online. High school degree / GED.
Which of the following best describes the area you live in?	
When considering this vehicle	
Please indicate your highest education level	
Please indicate your gender	
What is your current marital status?	
Primary vehicle in your household:	Mitsubishi. Montero 4WD. Primary Household Vehicle: Purchased Used.
What price did you pay for your vehicle?	32000
Convenience of dealership location	1.
Financing options	1.
Vehicle performance	1.
Vehicle fuel economy	3.
What is your total household income (before taxes)?	\$60,000 - \$79,999.
Ability to test drive	1.
Vehicle quality	1.
Vehicle styling	3.
Please indicate your occupation status.	Employed.
Please indicate your occupation.	
Vehicle availability	1.
How many children 17 or under live in your household?	
Price	5.
Please indicate your ethnicity	

Vehicle Satisfaction Ratings

Ease of using system displays while driving	4.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.

Vehicle Satisfaction Ratings	
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Ride quality	5.
Integration with media players	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Navigation system route accuracy	3.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifts at wrong times.

Shifts at wrong times	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Going up an incline.
Going into which gear/gears does the trouble occur? (check all that apply)	starts off in high gear when cold going up hills, no power unless accel. to downshift
Are you using your vehicle for towing when the problem occurs?	No.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). electronic shifter hard to hit shifting positions, goes into neutral
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	not a positive shift, when shifting from park to rev, or drive or from rev. to drive it often ends up in neutral and takes several tries to get into gear.
To the best of your recollection, the trouble was first noticed:	At delivery.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).

Overview

Please explain further about your choice to recommend your vehicle:	I would recommend the vehicle but stay away from the electronic shift transmission
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

Welcome

Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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What Can We Do Better?

What has Chrysler done right?	Great car over all, just the shifter issue that is very frustrating
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Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	transmission hard to shift into the correct gear,making it hard to back out of driveways & parking spots,it will leave you stuck in the middle of the street looking for the gear and looking stupid.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG2DH	Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	11/07/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6295220441
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M258298378
Color	PBG	GLACIER BLUE PEARL COAT					

Report Number		System Key	280811165	Report Version	5	Open Date	12/12/2014
Close Date	12/12/2014	Narrative Date	12/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What price did you pay for your vehicle? 37,800

What is your total household income (before taxes)? \$40,000 - \$59,999.

Secondary vehicle you were considering: 2013.
Secondary Considered Vehicle: New.
Dodge.
Charger.

Primary vehicle in your household: 2013.
Chrysler.
300.
Primary Household Vehicle: Purchased New.

Vehicle performance 3.

Which, if any, influenced your purchase decision? (check all that apply): Dealer/Salesperson interaction.
Price/Purchase Terms/Financing.
Image that the vehicle portrays.
Internet research.
Manufacturer?s website.
Edmunds.
Features/Capabilities.
Kelley Blue Book.
NHTSA or IIHS safety ratings.
Previous experience with the vehicle/brand.
Value for the money.
Vehicle test drive.

Secondary vehicle in your household: Honda.
Secondary Household Vehicle: Purchased New.
Crosstour.
2013.

When considering this vehicle Interact with dealership by phone.
Test drive the vehicle.
Visit the dealership.
Interact with dealership by email.
Research online.

Please indicate your gender

What is your current marital status?

How may children 17 or under live in your household? 0.

What is your average miles per gallon (MPG) with your vehicle? 16-18 mpg.

Financing options 2.

Ability to test drive 3.

Vehicle fuel economy 3.

Please tell us about the vehicle you replaced (if applicable) Acura.
Replaced Vehicle: Purchased New.
TL.
2009.

Primary vehicle you were considering: Acura.
Primary Considered Vehicle: New.
2013.
TL.

Please indicate your occupation status.

Please indicate your occupation.

About You

Convenience of dealership location	3.
Vehicle quality	4.
Vehicle styling	4.
Please indicate your highest education level	4 year college degree.
Dealership treatment	5.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Suburban.
Please indicate the primary driver's age.	██████
Price	2.
Vehicle availability	3.
Trade-in allowance	3.
Please indicate your ethnicity	██████ n.
Did you purchase or lease your vehicle?	Purchase.

Detail on High Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Everything falls easily to hand and has good switchgear feel and movement.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	I like that it's touch-screen but that you can reach it and that the buttons are large enough to press. The icons at the bottom to scroll through functions are great. I like this way better than most other systems.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	My music works great either through streaming or wire connection.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Other than all the rattling, the interior is very quiet compared to other cars.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Plenty of room for me and my passengers.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	The big door openings and make entry and exit easy.
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	The steering wheel goes right where I need it for comfortable operation.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Works great with my iPhone 5C
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	I like overall wedge shape, front and rear fender flares, the low roof and the connecting character lines.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	I really like the rear-biased AWD. You can steer with the throttle around bends. The car is always firmly planted on the road and has an impressive lack of body roll for it's size. The steering is a little too loose, not as pleased with that.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I think it's a truly good car. I traded in an Acura TL for this and, even though I didn't think I would, I like this car way better.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	I've always been a Mopar fan. However, I had some really bad experiences with my '09 Challenger that sent me over to Acura to purchase my last new car. However, this car has renewed my confidence in Chrysler.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	The adaptive headlights are great when going around corners and the automatic high beams are extremely convenient.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	I love the partial leather/cloth seats in my Glacier edition. These were the only seats that I found comfortable in the 300 or Charger - the standard cloth and the leather seats were hard and uncomfortable. Love the piano black and the aluminum trim. The plastic graining is nice and upscale.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I'm really surprised at how well the car handles for being so large and heavy. To be honest, I'm very surprised that it's been as reliable as it has, because I never expected that. I also thought I would have trouble adjusting to the touch screen, because I had test-driven several Ford products with one and theirs was so confusing and hard to use. However, Uconnect is awesome. Far superior to the myFord touch and the Honda/Acura dial interface.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	The auto climate control keeps the interior comfortable and the controls work easily.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	The seats on my Glacier edition are comfortable and have good adjustments. Wish they had memory.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	The UConnect interface is really easy to reach and use while driving. The steering wheel radio controls are excellent in both placement and function. These are by far some of the best on the market.
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	I feel like I got a lot of car for my money, both in terms of physical size and features. Love that I could afford to get something with upscale features like the 8-speed transmission, adaptive headlights, rear-biased intelligent AWD and panoramic sunroof. Normally, these are the types of things you have to get an expensive Japanese or German car to find.

Detail on High Rated Items

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.

My purchasing experience at Laurel Valley Motors was great. Everyone was friendly, patient and willing to help. They had amazing prices as well as the rare model and options I was looking for. My salesman, Bill Martz, is really an all star. I shopped there for several months until I found the car I wanted and he was willing to help me all of that time without the slightest hint of impatience or frustration. He was willing to answer all of my questions and was willing to text with me too if I needed to contact him while I was at work. He knew the product and was very intuitive. He always follows-up, even now, to make sure everything's going okay. I'm in the marketing profession and have to say that he does everything that you're supposed to do when you sell a product, from relationship building to after-sale follow-up to encourage repeat business. He's a true sales-professional and stands apart from every other salesman I have dealt with.

You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.

The transmission shifts smoothly and quickly. I think this is one of the best features of the car. Seems to make the most of the available engine power. The paddle shifter response time is way too slow though.

Overview

Which feature or section of the Printed User Guide did you find least helpful and why?

I feel like the service info is a bit unclear.

Printed User Guide covers the necessary features

4 (agree).

Please rate your overall level of satisfaction with the Printed User Guide

4 (satisfied).

Which automotive publications do you subscribe to? (check all that apply)

Automobile.

Car and Driver.

Motor Trend.

Road and Track.

Was the trouble resolved to your satisfaction?

No.

Did you review the Owner's Information DVD?

No.

Please explain further about your choice to recommend your vehicle:

This is the most reliable Chrysler I have ever owned. I love the size, the comfortable seating/driving position, AWD, smooth and responsive 8 speed transmission, the user-friendliness of Uconnect, and the adaptive headlights with automatic high beams.

Information in the Printed User Guide is easy to find and access

4 (agree).

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

Did you review the Printed User Guide?

Yes.

Where did you take your vehicle to have your trouble checked out? (check all that apply)

Laurel Valley Motors

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

Yes.

Which feature or section of the Printed User Guide did you find most helpful and why?

I felt like the instructions for the UConnect were really good.

Please provide feedback on how Chrysler can improve the Printed User Guide

I think it would be nice to have some further detail, for example under what conditions the AWD is active.

Printed User Guide format is easy to understand and use

4 (agree).

Would you recommend this vehicle to family or friends?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Squeak/rattle/abnormal noises from door panels

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Please describe conditions when this trouble occurs:

While driving.

Please indicate which interior door panels had abnormal noises (check all that apply):

Door rattles, sounds like it's coming from the speaker.

There is a rattling from inside the door.

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Interior materials soils/scuffs too easily

To the best of your recollection, the trouble was first noticed:

1 to 3 months after delivery.

Approximate mileage when trouble was first noticed was:

1500 - 3999 miles.

Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:

The door sills, door bottoms, glovebox door and plastic backs of front seats.

Vehicle Satisfaction Ratings

Vehicle storage and space usage

3.

Engine sound

3.

Support for popular music/video formats

4.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Ride quality	4.
Integration with media players	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	3.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Overall audio, entertainment, and navigation system impression	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Appearance of exterior paint	2.
Clarity of sound	3.
Rear view styling (rear fascia, bumper)	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
Ease of using system displays while driving	5.
Steering and handling (responsiveness, stability)	5.
Engine exhaust sound	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Brake responsiveness/effort	4.
Integration with phones	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Abnormal noises coming from steering system	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please describe conditions when this trouble occurs:	Seems to occur more often when it's cold. Usually when driving at low speeds, like in a parking lot.
From what area is the noise coming?	Steering column.
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	When my car was delivered, there was a clicking sound in the steering column. The dealer couldn't find it until it happened every time I turned the wheel. It turned out that my steering column was not correctly installed at the factory and was actually loose. Wondering if either this defect or the repair for it is causing the noise, because it started after that.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Noise sounds like (Check all that apply):	Normally, the steering moans while turning at low speeds.
How loud is the noise?	Moderate.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.
	Squeak/rattle/abnormal noises from door panels.
	Squeak/rattle/abnormal noises from headliner.

Squeak/rattle/abnormal noises from instrument panel/dashboard	
How often does this trouble occur?	Trouble occurs regularly.

Squeak/rattle/abnormal noises from instrument panel/dashboard	
Please describe conditions when this trouble occurs:	When driving on roads that aren't smooth and if it's cold out.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	Sounds like it's coming from the middle, perhaps from the speaker?
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Squeak/rattle/abnormal noises from headliner	
Please describe in the box below where from the headliner the trouble with abnormal noises is located:	I believe it's coming from the sunroof shade.
Please describe conditions when this trouble occurs:	When driving on roads that aren't smooth.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Noise and Vibration	
Noise and Vibration	Abnormal noises coming from steering system.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Interior Trim/Storage/Windows.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I really didn't expect as many squeaks and rattles in a car that feels so solid. Nor did I expect steering noise. I think it's embarrassing to have passengers constantly ask what's rattling or what the noise is when I'm pulling into a parking space and the steering groans.

What Can We Do Better?	
Feedback/Concerns:	Polish-up the quality in terms of squeaks/rattles, evenness of paint, etc. I'd like to see some more unique exterior and interior colors/appearance and wheel options. The V6 could use a little more pickup when accelerating to pass at higher speeds and a sportier exhaust note. Better fuel economy would also be a bonus. I think it could also have tighter, more responsive steering. The option packages could also use some sprucing up.
What has Chrysler done right?	This is a great full-size, AWD vehicle that stands out. It has way more personality than the other full-size cars available. It's quiet and gives the impression of being strong and solid. I love the handling of the rear-biased AWD. The interior and exterior are upscale without being pretentious. It's also reasonably priced, after all of the available discounts. Overall, it's a really nice car.

Appearance	
Appearance	Interior materials soils/scuffs too easily.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG2EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	02/20/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6029420261
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K048461475
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	280811492	Report Version	5	Open Date	12/13/2014
Close Date	12/13/2014	Narrative Date	12/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Integration with phones	3.
Clarity of sound	4.
Integration with media players	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Vehicle storage and space usage	5.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Overall audio, entertainment, and navigation system impression	4.
Rear view styling (rear fascia, bumper)	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Ease of using system displays while driving	4.
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Exterior design and appearance (overall impression)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Engine performance during acceleration	5.

Welcome

Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.

Displays and Instruments

Displays and Instruments	Blind spot monitoring/warning system is broken/not working.
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Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please explain further about your choice to recommend your vehicle:	Trouble shifting gears Need rear warning system to avoid a collision
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.

Reverse-camera is broken/not working

Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):	Need sensors---will not buy again without it
--	--

Reverse-camera is broken/not working	
Please describe conditions when this trouble occurs:	Camera not enough need sensors with warning system
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	gear shift and rear warning system

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Features and Controls	
Features and Controls	Reverse-Camera.

Reverse-Camera	
Reverse-Camera	Reverse-camera is broken/not working.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG0EH	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	07/01/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6169410769
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K175461481
Color	PAG	DK. CERAMIC GREY CLEAR COAT					

Report Number		System Key	281652949	Report Version	5	Open Date	12/10/2014
Close Date	12/21/2014	Narrative Date	12/26/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

[read previous comments](#)

Welcome

Please tell us how many miles are currently on your vehicle: 0-999.

Are you the primary driver of this vehicle? Yes.

Vehicle Satisfaction Ratings

Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Climate control operation (function and ease of use)	2.
Ease of using system displays while driving	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Clarity of sound	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.

Operation and Performance

Operation and Performance Heating, ventilation and air conditioning doesn't maintain desired temperature.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler No.

Contact Me	
LLC to contact you about your Chrysler vehicle?	
Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please explain further about your choice to recommend your vehicle:	I work for Chrysler and can live with some minor problems but the heater does need to be looked at
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you requested a paper version of the owner manual?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	I feel I am capable of setting a heater and other people with the same car miss proper gear when shifting even after a year
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Heating, ventilation and air conditioning doesnt maintain desired temperature	
At what internal temperature does the setting no longer maintain desired temperature (check all that apply):	driver side heater blows hot unless set to low
Please indicate which HVAC zone does not maintain desired temperature (check all that apply):	driver side has to be set to lo or you get too much heat. passengers have complained also
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	when heater is used
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Other (please describe).
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Additional Comments:	I thought I would get used to it but I always seem to miss reverse or drive when shifting out of park too much 'spring' feel. no solid feel to positions
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Interior Climate Control.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG7EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	10/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6264311507
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K267363005
Color	PX8	GLOSS BLACK					

Report Number		System Key	280812179	Report Version	5	Open Date	12/15/2014
Close Date	12/15/2014	Narrative Date	12/22/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

What Can We Do Better?

Feedback/Concerns:	Address the issue of no entry to the trunk /if electrical issue arises. Correct the non folding mirrors , this car consumes more gas than my Lexus ES350! Transmission is not effective (slides into Low rather than Drive).The Satellite keeps fading out, more that the Lexus ES 350.
What has Chrysler done right?	Great body design ,the paint is better than the Lexus ES 350.

About You

How may children 17 or under live in your household?	0.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Vehicle quality	3.
Vehicle fuel economy	3.
Financing options	4.
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing.
Primary vehicle you were considering:	Primary Considered Vehicle: New.
	Lincoln.
	LS.
Secondary vehicle you were considering:	Secondary Considered Vehicle: New.
	Infiniti.
	Q45.
What is your current marital status?	.
When considering this vehicle	Visit the dealership.
	Interact with dealership by phone.
	Research online.
	Test drive the vehicle.
What is your primary language?	English.
Please tell us about the vehicle you replaced (if applicable)	ES 350.
	Lexus.
	Replaced Vehicle: Purchased New.
	2009.
Convenience of dealership location	3.
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	did not have what I wanted
What is your total household income (before taxes)?	\$80,000 - \$99,999.
Ability to test drive	2.
Please indicate your ethnicity	
Vehicle availability	3.
Trade-in allowance	3.
Dealership treatment	3.
Price	4.
What year were you born?	NA
Vehicle styling	2.
Please indicate your occupation status.	Employed.
Please indicate your occupation.	
Please indicate your gender	
Please indicate your highest education level	
Which of the following best describes the area you live in?	Urban.

Shift between gears is rough/harsh under normal driving conditions

Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. Reverse.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Battery Failed	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Vehicle Satisfaction Ratings	
How was your purchasing experience (the dealer/dealership)?	2.
What is your attitude overall towards your new car?	2.
What is your attitude overall towards the BRAND of your new car?	2.
Navigation system route accuracy	3.
Headlight illumination/performance during night-time driving	3.
Safety and visibility while driving	3.
Clarity of sound	4.
Integration with media players	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Engine exhaust sound	4.
Integration with phones	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	4.
Appearance of exterior paint	5.
Is there anything about your new vehicle you would like to see changed?	folding side door mirrors,access to trunk , better responsiveness of remote
What are your favorite parts of your new vehicle?	the design
Side/profile view styling (driver's side or passenger's side exterior area)	2.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	2.
Rear view styling (rear fascia, bumper)	3.
Location and usefulness of interior lighting	3.
How do you feel about the VALUE of your new car? (i.e.	2.
Overall audio, entertainment, and navigation system impression	4.
Head/leg/foot room	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Support for popular music/video formats	3.
How do you feel about the durability of your new vehicle?	3.
Ease of using system displays while driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Ride quality	4.
Exterior design and appearance (overall impression)	5.
Overview	
Printed User Guide format is easy to understand and use	2 (disagree).
Information in the Printed User Guide is easy to find and access	2 (disagree).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.

Overview	
Did you review the Owner's Information DVD?	Motor Trend.
Was the trouble resolved to your satisfaction?	Road and Track.
Did you review the Printed User Guide?	No.
The Smartphone Application format is easy to understand and use	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	Yes.
Would you recommend this vehicle to family or friends?	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	3 (neither satisfied nor dissatisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Please explain further about your choice to recommend your vehicle:	Yes.
	There isn't an access to the trunk in case of electrical failure/this happened to me. The side door mirrors don't fold inward, this is a danger when parking in NYC streets. The transmission shifting is awkward and often goes into low.
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Printed User Guide covers the necessary features	1 (strongly disagree).
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	The dealer could not give me a fast date
Shifting paddles/buttons difficult to operate	
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which gear is the shifting paddle/button difficult to operate? (check all that apply):	All positions.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the shifting paddle/button difficult to operate?	Shifting paddle/button requires too much effort/force to operate.
How often does this trouble occur?	Trouble occurs regularly.
Fuel consumption is worse than expected	
Where do you do most of your driving?	Combination of city/highway driving.
Are you using your vehicle for towing when the problem occurs?	No.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs intermittently.
Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R).
	Drive (D).
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Automatic Transmission	
Automatic Transmission	Shifting paddles/buttons difficult to operate.
	Gear selector is difficult to operate (auto. trans.).
	Hesitation or delay when shifting between gears.
	Shift between gears is rough/harsh under normal driving conditions.
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.
	Voice Recognition Quick Tips Booklet is not helpful, or is difficult to use.
	Voice Recognition Quick Tips Booklet does not list enough detailed commands.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.
Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Entertainment/Navigation System/Connectivity

Please choose your cell phone brand BlackBerry (RIM).

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight Entertainment/Navigation System/Connectivity.
Vehicle Exterior.
Other.
Transmission and Drivetrain.
Engine.

Engine Fuel Consumption

Engine Fuel consumption Fuel consumption is worse than expected.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations. again: lack of access to trunk in case of electrical failure, side door mirrors don't fold , transmission slides into LOW other than DRIVE. Consumes a lot of GAS.

Hesitation or delay when shifting between gears

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply): Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Going into which gear/gears does the trouble occur? (check all that apply) 2nd Gear.
How often does this trouble occur? Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.

Voice Activation / Recognition doesnt recognize command

How often does this trouble occur? Trouble occurs regularly.
Please describe when this trouble occurs: When entering information.

Battery

Battery Battery Failed.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGGXEH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	04/17/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6094411086
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K079463015
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	281394241	Report Version	5	Open Date	12/18/2014
Close Date	12/18/2014	Narrative Date	12/25/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Please indicate the primary driver's age. 40 - 49.

Primary vehicle in your household: Buick.
2010.
LaCrosse.
Primary Household Vehicle: Purchased New.

Which, if any, influenced your purchase decision? (check all that apply): Dealership information.
Automotive magazines.
Dealer/Salesperson interaction.
Edmunds.
Manufacturer's website.
Previous experience with the vehicle/brand.
Vehicle test drive.
Price/Purchase Terms/Financing.

Please indicate your occupation status. Employed.

How many children 17 or under live in your household? 0.

Please indicate your occupation. .

Secondary vehicle in your household: Ford.
Mustang.
2011.
Secondary Household Vehicle: Purchased Used.

Please tell us about the vehicle you replaced (if applicable): Grand Cherokee.
Jeep.
Replaced Vehicle: Purchased New.

Primary vehicle you were considering: 2012.
Hyundai.
2014.
Genesis.
Primary Considered Vehicle: New.

Please indicate your gender .

What is your current marital status? .

When considering this vehicle Test drive the vehicle.
Research online.
Visit the dealership.

What price did you pay for your vehicle? 43000

Financing options 1.

Vehicle availability 2.

Trade-in allowance 4.

What is your primary language? English.

Is this your first new vehicle ever purchased / leased? No.

Did you purchase or lease your vehicle? Purchase.

Which of the following best describes the area you live in? Suburban.

What is your total household income (before taxes)? \$150,000 - \$199,999.

Dealership treatment 1.

Vehicle styling 1.

Convenience of dealership location 3.

Please indicate your ethnicity .

What year were you born? .

Ability to test drive 1.

Vehicle quality 1.

About You	
Vehicle fuel economy	1.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Vehicle performance	4.
Price	5.
Please indicate your highest education level	Graduate degree.

Vehicle Satisfaction Ratings	
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Safety and visibility while driving	5.
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	2.
Engine sound	4.
Is there anything about your new vehicle you would like to see changed?	I would REALLY like to see better integration with smartphones and the ability to upgrade my 2014 to support of the integrations that are available in newer models. The lack of integration will continue to be a key area of dissatisfaction for me.
Ease of using system displays while driving	4.
Rear view styling (rear fascia, bumper)	4.
Interior noise level while driving	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Brake responsiveness/effort	5.
Integration with phones	2.
Overall audio, entertainment, and navigation system impression	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Engine exhaust sound	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Integration with media players	4.
Exterior design and appearance (overall impression)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Wheels, rims, and tires appearance and styling	5.
How was your purchasing experience (the dealer/dealership)?	5.

Overview	
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver. Consumer Reports ratings. Motor Trend.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
If our team has any additional questions about your responses, would you accept further contact?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.

Shift between gears is rough/harsh under normal driving conditions	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. I rarely drive longer than 20 minutes so it might happen under normal conditions as well. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Please describe conditions when this trouble occurs:	It seems to happen all the time.
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. 1st Gear. 2nd Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Gear selector is difficult to operate (auto. trans.)	
Additional Comments:	It is overly difficult to get it from drive to park since it wants to stop in reverse first. It seems pretty dangerous actually since it is easy to think it is in park when it is really in reverse.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Going from drive to reverse is difficult and it often seems to get "stuck" in reverse requiring a couple attempts to get it into park.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Going from drive to reverse is difficult and it often seems to get "stuck" in reverse requiring a couple attempts to get it into park.

Welcome	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I am disappointed in the integration with my iPhone and the lack of being able to upgrade. In this day and age, there's no reason my radio/NAV unit couldn't get a software upgrade to integrate better with smartphones with new features are offered. I would have signed up for your monthly service, UConnect Access I think it is called, if it was supported by my 2014 300s. Being able to use voice text would also be very useful. Even worse, I can't use Siri when my phone is paired with my car so the lack of iPhone integration has caused me to actually lose functionality. Between the poor iPhone integration and the hard shifting in the low gears, I'm already thinking about what different make and model I'll be trading the 300s in on, which isn't good when I've got less than 1000 miles on it now.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBGXE[REDACTED]	Model Year	2014	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
Built Date	08/04/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6174410248
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K161461185
Color	PR3	TORRED					

Report Number		System Key	282860945	Report Version	5	Open Date	12/20/2014
Close Date	12/31/2014	Narrative Date	01/07/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Engine makes abnormal/excessive noises

Additional Comments:	Sounds like diesel very bad tapping from the valve train almost like the old soild lifters used back in the day.
Engine noise occurs (check all that apply):	Within first 5 minutes after starting vehicle. Driving the vehicle more than 5 minutes but less than 20 minutes.
Engine noise sounds like (check all that apply):	Valve train sounds like a broken diesel engine until engine is up to operating temp. Almost sounds like no oil getting to the lifters and I have never owned an engine V8 or V6 that has ever sounded this bad at start up. My friends 350 Cummings sounds quieter than the 3.6L
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Engine noise occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours. Warm condition - after vehicle is off for 1 - 6 hours.
What type of fuel do you most often put into your vehicle?	Premium gasoline.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Engine noise occurs while vehicle is (check all that apply):	All of the above until engine has totally warmed up.

Strut problem/shock absorber problem

Please describe conditions when this trouble occurs:	To much roll when cornering a strut tower brace should be included when buying a sports car.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate where the strut/shock problem occurs:	Front.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Engine does not idle properly: idles rough, too low, or too high

What best describes the engine idle trouble? (check all that apply):	Engine idle at sart up is high but takes to long to idle down .
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
What type of fuel do you most often put into your vehicle?	Premium gasoline.
How often does this trouble occur?	Trouble occurs intermittently.
Engine idle trouble occurs (check all that apply):	Idle does not want to drop to normal from hi idle until engine is totally up to operating temp.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Automatic Transmission

Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Steering, Handling, and Ride. Engine. Features/Controls/Displays. Transmission and Drivetrain.
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Ride

Ride	Strut problem/shock absorber problem.
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Welcome

Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

Hesitation or delay when shifting between gears

Going into which gear/gears does the trouble occur? (check all that apply)	up shift down shift up shift and down shift
---	--

Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Deceleration. Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.

Voice Activation System works properly, but difficult to understand/use; controls in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	I had to repeat myself to many times during set up.
Please indicate why the Voice Activation System controls are difficult to understand/use; are in a poor location (check all that apply):	Touch screen needs to be closer and bigger.
Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):	I understand it it does not want to understand me.

Voice Activation System	
Voice Activation System	Voice Activation System works properly, but difficult to understand/use; controls in a poor location.

Features and Controls	
Features and Controls	Voice Activation System.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJG9EH	Model Year	2014	Body	LDES48	DODGE CHARGER SXT AWD FOUR DOOR SEDAN	
Built Date	10/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6274321532
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K267363148
Color	PRY	REDLINE 3 COAT PEARL					

Report Number		System Key	282218794	Report Version	5	Open Date	12/25/2014
Close Date	12/25/2014	Narrative Date	01/01/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	that the naviga ion at the info screen doesn't come up if u have the option to turn off and that when he navigation at the info screen having ur speed still up somewhere
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Safety and visibility while driving	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
Ease of using system displays while driving	4.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What are your favorite parts of your new vehicle?	awd
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Clarity of sound	4.
Integration with media players	4.
Exterior design and appearance (overall impression)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.

What Can We Do Better?

Feedback/Concerns:	The lttitle "phone" holder slot next to gear shift is a lot shorter then on the 2011 model...can't use it to hold phone because it's not tall enough to hold the phone In it either way you put it. Can not stand the electric gear shifter...it's so touchy in the fact that you move it into reverse but most the time it goes to neutral and if I try tp.go.softer on pulling it back then I'm still stuck in park... just not very user friendly
What has Chrysler done right?	Smoo h ride. Nice sleek design

About You

Primary vehicle in your household:	2009.
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About You

Primary vehicle you were considering:

Ability to test drive

Financing options

Secondary vehicle in your household:

Please indicate your occupation status.

When considering this vehicle

Convenience of dealership location

Trade-in allowance

Dealership treatment

Vehicle styling

Please indicate your ethnicity

Please tell us about the vehicle you replaced (if applicable)

Is this your first new vehicle ever purchased / leased?

What year were you born?

What is your average miles per gallon (MPG) with your vehicle?

Vehicle availability

Please indicate the primary driver's age.

Vehicle performance

Please indicate your gender

Please indicate your occupation.

What is your current marital status?

Please indicate your highest education level

Vehicle fuel economy

Which, if any, influenced your purchase decision? (check all that apply):

What is your primary language?

Did you purchase or lease your vehicle?

Which of the following best describes the area you live in?

What is your total household income (before taxes)?

How many children 17 or under live in your household?

Vehicle quality

Price

GMC.

Primary Household Vehicle: Purchased Used.

Yukon Hybrid.

2014.

Lincoln.

Primary Considered Vehicle: New.

MKZ.

3.

4.

Chevrolet.

Monte Carlo.

Secondary Household Vehicle: Purchased New.

2003.

Employed.

Test drive the vehicle.

Visit the dealership.

Research online.

3.

4.

4.

4.

Charger.

Replaced Vehicle: Purchased New.

2011.

Dodge.

No.

19-20 mpg.

3.

4.

Other (please specify).

4.

Other (please specify).

Other (please specify).

Other (please specify).

5.

Consumer Reports ratings.

English.

Purchase.

Suburban.

\$100,000 - \$124,999.

4.

5.

No Concerns

Printed User Guide format is easy to understand and use

Please rate your overall level of satisfaction with the Printed User Guide

Did you review the Owner's Information DVD?

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Please rate your overall level of satisfaction with the Smartphone Application

Information in the Printed User Guide is easy to find and access

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):

The Smartphone Application format is easy to understand and use

Smartphone Application covers the necessary features

Printed User Guide covers the necessary features

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Would you recommend this vehicle to family or friends?

Did you review the Printed User Guide?

3 (neither agree nor disagree).

3 (neither satisfied nor dissatisfied).

No.

Yes.

3 (neither satisfied nor dissatisfied).

4 (agree).

Check a burning smell coming

3 (neither agree nor disagree).

3 (neither agree nor disagree).

4 (agree).

Yes.

Yes.

Yes.

No Concerns

Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	This is my 2nd dodge charger. I absolutely love hem the look and the feel. I love that it is in awd does great in the snow I think I will always be a dodge gorl.from now on.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	No Concerns.
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Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG2DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	06/08/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6147321022
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K157363268
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	283463223	Report Version	5	Open Date	12/26/2014
Close Date	01/06/2015	Narrative Date	01/13/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on High Rated Items

You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	The only thing i felt was that for the price of the car that it should have had the duel seat control as standard equipment.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	you don't mention the transmission. i would have to say the engine level has a high pitch when their is a hesitation in the shifting in gears.

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Safety and visibility while driving	2.
What is your attitude overall towards your new car?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Fuel economy and driving range	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
Headlight illumination/performance during night-time driving	3.
What is your attitude overall towards the BRAND of your new car?	3.
How do you feel about the durability of your new vehicle?	4.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
Is there anything about your new vehicle you would like to see changed?	Transmission Skip
Engine performance during acceleration	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What are your favorite parts of your new vehicle?	Navigation & backup camera
Transmission gear change performance (smoothness)	1.
Ease of using system displays while driving	3.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine exhaust sound	5.

Overview

Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
What have you used to view your DVD? (check all that apply)	Mac Computer.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Printed User Guide format is easy to understand and use	4 (agree).
Would you recommend this vehicle to family or friends?	No.
Please explain further about your choice to recommend your vehicle:	Do not like the electronic shifting, & problem with the slight hesitation between gears.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
DVD format is easy to understand and use	3 (neither agree nor disagree).
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	TRANSMISSION HAS A SLIGHT HESITATION IN SHIFTING
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Hesitation in shifting. [REDACTED], Just so you know the dealer has requested I leave it overnight. because it seems to be at its worst first thing in the morning. The lead mechanic did test drive it and it did have a slight hesitation (not as bad as the morning) and he said that that was common for this car. I did not believe him and told him it felt worst first thing in the morning that's when he suggested I leave overnight.
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The most problem I have is the electronic shifting, trying to back into a space when traffic is stopped and getting into reverse quickly before the other drivers start getting irritated. I do not like pulling into a parking space because it is difficult trying to back out of a spot even with the back camera. The back camera does not show who is coming the road and it's tough looking out the side windows when there is a larger car parked along side of you. Today's drivers and people walking behind you do not stop even though they see your back lights on and you backing out slowly. I prefer the feel of the shift falling into the gear you selected.
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	The transmission has a slight hesitation when changing gears. Dealer tested it said this was common in this car, I disagreed with him I told him I have owned a number of cars and have never had this problem except on one car and this required transmission work. I also explained to him this was most noticeable first thing in the morning, he suggested I leave it overnight so they could check it then. I plan to do this at my next service.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	I do not like the electronic shifting. 1- You have to look at the console or down at the shift to see if you are in the proper gear. Trying to look at the console sometimes the steering wheel cross bar is in the way or it stopped in the proper gear but when you start to go it had shifted to another gear
Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Transmission and Drivetrain.
What Can We Do Better?	
What has Chrysler done right?	It has improved over the 2005, it's a smoother ride and it does not have that truck suspension & noise that drove me crazy.
Feedback/Concerns:	I had a 2005 300c that had dual seat controls outside mirrors that dropped down in reverse & pedals that raised for short leg people. this was a \$40,000 car you would think this would be standard equipment.

Customer Complaint Report

VIN	2C3CDXJGXEH	Model Year	2014	Body	LDES48	DODGE CHARGER SXT AWD FOUR DOOR SEDAN	
Built Date	02/03/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6015421853
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K014461589
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	282394350	Report Version	5	Open Date	12/26/2014
Close Date	12/26/2014	Narrative Date	01/02/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Hands-Free Phone / Bluetooth system is difficult to use

Do you recall specific commands that you were using?	Call
Additional Comments:	Processing is so slow.
Please indicate which system commands you were using at the time of trouble (check all that apply):	Processing takes forever and sometimes goes to a contact completely different from what I said.
Please indicate why the hands-free phone / bluetooth system is difficult to use:	Voice commands are not recognized correctly. Need to wait until voice prompt is finished.

Gear selector is difficult to operate (auto. trans.)

Additional Comments:	Gears switch through faster than I would prefer making it difficult to select correct gear. I don't care for the shifter in this car at all because it is too sensitive.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Occasionally get warnings to service transmission but more when shifting from drive to park. Drive to park half the time gives me warning to service transmission Occasionally get service transmission warning
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Other (please describe).

Detail on High Rated Items

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	I wanted the muscle car but I wanted to sit higher up which this car accomplished.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	No storage issues. I love the way the glove box has shelves.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	One of the reasons I fell in love with this car was the look of the front fascia and grill.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Great sound.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Love the design and detailed edges.
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	Sitting up higher and very little blind spot issues.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The comfort in the car is amazing.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	No strange wind tunnel sounds like some cars have.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	I bought this car because of how comfortable I felt in it.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	I love the break lights.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Base wheels are still great looking.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Everyone is comfortable
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	I can get the exact support I need in my seat.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Perfect.

Hands-Free Phone / Bluetooth system voice activation doesn't recognize command

Please indicate which words, if any, are constantly misrecognized:	It mostly takes forever just to process anything I say. I had OnStar and Bluetooth in my previous car and it was so quick to pick up what I said.
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Hands-Free Phone / Bluetooth system voice activation doesn't recognize command

How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When stating a name.
Do you usually set HVAC vent direction toward ceiling?	No.
What button did you use?	Phone

Overview

Please explain further about your choice to recommend your vehicle:	Overall it is a solid constructed vehicle.
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Motor Trend.
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Would you recommend this vehicle to family or friends?	Yes.
Which feature or section of the Owner's Information DVD did you find most helpful and why?	Features.
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Please provide feedback on how Chrysler can improve the Printed User Guide	a little more info on voice commands.
Which feature or section of the Printed User Guide did you find most helpful and why?	In general it had good references
Was there information needed that was not included in the DVD?	It was kind of basic...thought could be more technical and in depth.
Was there information needed that was not included in the User Guide?	More on voice commands and calling.
Please provide feedback on how Chrysler can improve the DVD	Not have the intro to charger before each thing.
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

About You

Secondary vehicle you were considering:	200. Chrysler. 2014. Secondary Considered Vehicle: New.
Please tell us about the vehicle you replaced (if applicable)	2012. Chevrolet. Replaced Vehicle: Purchased New. Cruze.
Trade-in allowance	4.
Dealership treatment	5.
Secondary vehicle in your household:	Chevrolet. Secondary Household Vehicle: Purchased New. Malibu.
Which, if any, influenced your purchase decision? (check all that apply):	Dealer/Salesperson interaction. Dealership information. Features/Capabilities. Consumer Reports ratings. Vehicle test drive. Edmunds. Lifestyle.
What is your primary language?	English.

About You

Primary vehicle in your household:

Equinox.

Primary Household Vehicle: Purchased New.

2012.

Chevrolet.

When considering this vehicle

Interact with dealership by email.

Research online.

Test drive the vehicle.

Visit the dealership.

Is this your first new vehicle ever purchased / leased?

No.

Which of the following best describes the area you live in?

Suburban.

Convenience of dealership location

3.

Vehicle styling

4.

Vehicle quality

5.

Please indicate your ethnicity

[REDACTED]

Did you purchase or lease your vehicle?

Lease.

Primary vehicle you were considering:

Primary Considered Vehicle: New.

2014.

Charger.

Dodge.

Price

5.

Ability to test drive

5.

Vehicle availability

3.

Vehicle fuel economy

4.

Please indicate your occupation status.

Employed.

Please indicate your occupation.

[REDACTED]

Please indicate your highest education level

Trade / technical school.

What price did you pay for your vehicle?

\$32000

What year were you born?

[REDACTED]

What is your total household income (before taxes)?

\$40,000 - \$59,999.

How many children 17 or under live in your household?

0.

What is your average miles per gallon (MPG) with your vehicle?

16-18 mpg.

Financing options

4.

Please indicate your gender

[REDACTED]

What is your current marital status?

[REDACTED]

Vehicle Satisfaction Ratings

Location and usefulness of interior lighting

4.

Climate control operation (function and ease of use)

4.

Brake responsiveness/effort

4.

How was your purchasing experience (the dealer/dealership)?

4.

What is your attitude overall towards your new car?

4.

Rear view styling (rear fascia, bumper)

5.

Ease of getting into and out of vehicle

5.

Interior noise level while driving

5.

Is there anything about your new vehicle you would like to see changed?

Slightly less wide because of parking in parking lots, tinted windows for privacy and sun glare, shifter, rear camera placement (to exposed to the weather conditions where it is located making it useless at times- would have been better placed by license plate like most cars have it)

Ease of using system displays while driving

3.

Navigation system route accuracy

3.

Transmission gear change performance (smoothness)

3.

Operating controls while driving (gear selector, turn signals, horn, etc.)

4.

Engine exhaust sound

4.

What is your attitude overall towards the BRAND of your new car?

4.

Wheels, rims, and tires appearance and styling

5.

Vehicle storage and space usage

5.

Head/leg/foot room

5.

Ride quality

4.

Front view styling (front fascia, hood, grille, headlight area)

5.

Interior comfort, design and appearance of interior (overall impression)

5.

Seat adjustment and comfort

5.

Steering wheel adjustment

5.

Safety and visibility while driving

5.

How do you feel about the VALUE of your new car? (i.e.

3.

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	4.
Engine performance during acceleration	4.
What are your favorite parts of your new vehicle?	Comfort, safety, sound system which surely didn't need the beats audio to be great.
Integration with phones	3.
Integration with media players	4.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Engine sound	4.
Fuel economy and driving range	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Clarity of sound	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system is difficult to use. Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Hesitation or delay when shifting between gears	
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	City driving/stop-and-go traffic. Maintaining a fairly constant speed on level roads. Normal acceleration.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Additional Comments:	I am regularly getting warning messages to service transmi ion when switching gears especially from drive to park. I come to a complete stop before shifting into park with break firmly pressed down. My stepfather had the same issue while he drove.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.

Text messaging broken/not working	
How often does this trouble occur?	Trouble occurs regularly.
Do you have the Uconnect Access free form speech option?	No.
Did this trouble occur after starting the vehicle?	No.
Please describe the trouble you experienced (check all that apply):	Text is not displayed on screen.

What Can We Do Better?	
What has Chrysler done right?	Has good sales people.
Feedback/Concerns:	Just work on the phone and voice command responsiveness.

Text Messaging	
Text Messaging	Text messaging broken/not working.

Voice Activation / Recognition	
Voice Activation / Recognition	Voice Recognition feature does not have enough functions available.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Transmition service warnings.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	0-999.
Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	MD656LL/A
If known, please tell us your software version	8.1.2
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Sprint Nextel.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Shifter, camera placement and voice Recognition are my only concerns.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH9DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	09/10/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6243210810
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K207212448
Color	PX8	PITCH BLACK					

Report Number		System Key	283159490	Report Version	5	Open Date	01/03/2015
Close Date	01/03/2015	Narrative Date	01/09/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Hesitation or delay when shifting between gears

Please describe conditions when this trouble occurs:	While parking
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Braking.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.
Going into which gear/gears does the trouble occur? (check all that apply)	Multiple attempts generally required to find reverse. No issues going from any other position into D
Additional Comments:	Seems to default to N instead of R when shifting from D
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

About You

What is your total household income (before taxes)?	\$150,000 - \$199,999.
How many children 17 or under live in your household?	0.
When considering this vehicle	Test drive the vehicle. Interact with dealership by email. Visit the dealership. Interact with dealership by phone. Research online.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Image that the vehicle portrays. Lifestyle. On-Line blogs or forums. Features/Capabilities.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Didn't seriously consider another vehicle
Please indicate your highest education level	4 year college degree.
Please tell us about the vehicle you replaced (if applicable)	Chevrolet. Replaced Vehicle: Purchased Used. Impala SS.
What is your primary language?	English.
Please indicate your gender	
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Please indicate the primary driver's age.	
What is your current marital status?	.
What price did you pay for your vehicle?	29000
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Please indicate your ethnicity	n.
Please indicate your occupation status.	Employed.
Please indicate your occupation.	.
Which of the following best describes the area you live in?	Suburban.

Vehicle Satisfaction Ratings

Integration with media players	3.
Navigation system route accuracy	3.
Safety and visibility while driving	3.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.

Vehicle Satisfaction Ratings	
Climate control operation (function and ease of use)	4.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	After two years, still not a fan of the electronic gear shift
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Clarity of sound	3.
Appearance of exterior paint	3.
Headlight illumination/performance during night-time driving	3.
How do you feel about the durability of your new vehicle?	3.
Ease of using system displays while driving	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Engine performance during acceleration	4.
What is your attitude overall towards the BRAND of your new car?	5.
Vehicle storage and space usage	3.
Engine exhaust sound	3.
Rear view styling (rear fascia, bumper)	4.
Interior noise level while driving	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	5.
Steering wheel adjustment	2.
Transmission gear change performance (smoothness)	2.
Support for popular music/video formats	3.
Ease of getting into and out of vehicle	3.
Integration with phones	4.
Seat adjustment and comfort	4.
Fuel economy and driving range	4.
Steering and handling (responsiveness, stability)	4.
Overall audio, entertainment, and navigation system impression	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Ride quality	5.

Overview	
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Was the trouble resolved to your satisfaction?	No.
Would you recommend this vehicle to family or friends?	Yes.
Information in the Printed User Guide is easy to find and access	2 (disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Printed User Guide covers the necessary features	4 (agree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.

Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R).
Please describe conditions when this trouble occurs:	Parking

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Lights	
Lights	Headlights not bright enough.

What Can We Do Better?	
Feedback/Concerns:	Beautiful when new, but I have some doubts about how well it will hold up over time.
What has Chrysler done right?	Standout design and appearance. Fun to drive.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Electronic gear shift looks nice but is quirky in use. Seems to take effort and concentration to hit R. Never seen that on any other car or SUV I have had.

Door handle/latch is broken/not working properly	
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Please indicate which door has trouble with the door handle/latch (check all that apply):	Button pops up when unlocked but outside handle will not engage to open door. Door must be opened once from inside. Has been back to dealer but intermittent problem continues.
Please describe conditions when this trouble occurs:	Immediately after unlocking

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Headlights not bright enough	
Additional Comments:	Not a problem, but just don't seem to light up the road like other cars do.
Please describe conditions when this trouble occurs:	Night driving on rural roads
Please describe the trouble you experienced:	Some times I wonder if they are really on

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Vehicle Exterior.

Front Doors	
Front Doors	Door handle/latch is broken/not working properly.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAGXE[REDACTED]	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	05/08/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6118420018
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K114461384
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	283159505	Report Version	5	Open Date	01/04/2015
Close Date	01/04/2015	Narrative Date	01/09/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Alarm/anti-theft system is broken/not working							
Additional Comments:				Dash indicator does not work			
Please indicate if your alarm/anti-theft system is:				Factory/dealer installed.			

Entertainment/Navigation System/Connectivity							
Entertainment/Navigation System/Connectivity				None			
Please choose your cell phone brand				Samsung.			
Please tell us your cell phone model				SCH U740			
Please choose your cell phone carrier				Verizon Wireless.			

Alarm/anti-theft system							
Alarm/anti-theft system				Alarm/anti-theft system is broken/not working.			

Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location							
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):				Screen requires you to totally read info to adjust.			
Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):				tone control is a 3 band equalizer with poor control over lower end tones			
Please indicate which of the following best describes your concern (check all that apply):				You have to flip thru several menus to get to what you want.			

Door locks work properly, but are difficult to understand/use; controls are in a poor location							
Please indicate which of the following best describes your concern (check all that apply):				Locks have to be programmed and I was not aware of that			
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):				Programming of locks was an unexpected task			

Features and Controls							
Features and Controls				Door locks/key fob entry system.			
				Alarm/anti-theft system.			

Hard Controls/Menu							
Hard Controls/Menu				Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.			

Welcome							
Are you the primary driver of this vehicle?				No.			
Please tell us how many miles are currently on your vehicle:				1,000-2,999.			

USB connection is difficult to understand/use; is in a poor location							
Please describe conditions when this trouble occurs:				Only when using memory sticks			
Additional Comments:				Port in dash or glove box would have been great. Even a usb port in rear seating area would have been great			
Please indicate which of the following best describes your concern (check all that apply):				works for cords but console is poor location for memory sticks. Not enough room			
How often does this trouble occur?				Trouble occurs regularly.			

Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location							
Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):				Tone adjustment requires presets or non driving to adjust			
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):				Controls require too much attention (must take eyes off the road) to operate.			
Please indicate which of the following best describes your concern (check all that apply):				Have to use hands free while driving or too labor intensive to use			

Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.
USB connection issues	
USB connection issues	USB connection is difficult to understand/use; is in a poor location.
Media	
Media	USB connection issues.
Door locks/key fob entry system	
Door locks/key fob entry system	Door locks work properly, but are difficult to understand/use; controls are in a poor location.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Entertainment/Navigation System/Connectivity. Interior Trim/Storage/Windows.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG8EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	11/06/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6267421556
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K295463177
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	283159642	Report Version	5	Open Date	01/04/2015
Close Date	01/04/2015	Narrative Date	01/09/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What price did you pay for your vehicle? 359

What is your total household income (before taxes)? \$150,000 - \$199,999.

How many children 17 or under live in your household? 0.

Convenience of dealership location 2.

Vehicle fuel economy 3.

Financing options 4.

Vehicle performance 4.

Please tell us about the vehicle you replaced (if applicable) Flex.
2013.
Replaced Vehicle: Purchased New.
Ford.
LaCrosse.
Primary Considered Vehicle: New.
2014.
Buick.
Primary vehicle in your household: Lincoln.
2012.
MKS.
Primary Household Vehicle: Purchased New.

Please indicate your gender

Please indicate your occupation.

Which, if any, influenced your purchase decision? (check all that apply): Price/Purchase Terms/Financing.
Dealership information.
Internet research.
On-Line blogs or forums.
Test drive the vehicle.
Visit the dealership.
Research online.

When considering this vehicle

What year were you born?

Vehicle availability 2.

Secondary vehicle in your household: 2014.
Edge.
Ford.

Dealership treatment 4.

Vehicle quality 4.

Vehicle styling 4.

Please indicate your ethnicity

Did you purchase or lease your vehicle? Lease.

What is your average miles per gallon (MPG) with your vehicle? 19-20 mpg.

Please indicate your highest education level 4 year college degree.

Trade-in allowance 5.

Please indicate the primary driver's age.

Please indicate your occupation status.

What is your primary language? English.

What is your current marital status?

Is this your first new vehicle ever purchased / leased? No.

Ability to test drive 2.

Price 4.

Which of the following best describes the area you live in? Suburban.

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	EXT DOOR PUSH BUTTON CODE - BLIND SPOT INDICATORS
Integration with phones	3.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Headlight illumination/performance during night-time driving	3.
Safety and visibility while driving	3.
Fuel economy and driving range	3.
Clarity of sound	4.
Integration with media players	4.
What is your attitude overall towards the BRAND of your new car?	4.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What are your favorite parts of your new vehicle?	ACCELERATION - INTERIOR
Transmission gear change performance (smoothness)	2.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
What is your attitude overall towards your new car?	3.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Ease of getting into and out of vehicle	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Engine sound	5.
Rear view styling (rear fascia, bumper)	3.
Interior noise level while driving	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Ease of using system displays while driving	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Ride quality	4.
Engine performance during acceleration	5.
Front view styling (front fascia, hood, grille, headlight area)	3.
Wheels, rims, and tires appearance and styling	3.
Overall audio, entertainment, and navigation system impression	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.

Gear selector is difficult to operate (auto. trans.)	
Additional Comments:	INTO DRIVE AND BACK INTO PARK REALLY I THINK SHOULD BE A LOT EASIER
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Please describe conditions when this trouble occurs:	JUMPS TO DIFF GEARS
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	NOT SMOOTH, HAVE TO REALLY WATCH EVERY TIME

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Overview	
Printed User Guide format is easy to understand and use	4 (agree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.

Overview	
Printed User Guide covers the necessary features	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	GOOD LEASE CAR, AWD WINTER IN MICHIGAN NICE GEATURES
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Interior Trim/Storage/Windows.
Center console is difficult to open/close	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Additional Comments:	NOT MAJOR PROBLEM, JUST CONVIENANCE
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which of the following best describes your concern (check all that apply):	OPENS EASY JUST HAVE TO REACH BACK
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate why the center console is difficult to open/close (check all that apply):	CANNOT DRIVE AND TAKE A QUICK LOOK INSIDE
What Can We Do Better?	
What has Chrysler done right?	QUALITY - LEASE PRICES - THE COMPANY HAS TEN CHRYSLER PRODUCTS - RAMS, MINI VANS, AND 300'S FOR SALE STAFF
Feedback/Concerns:	WHAT FORD HAS - NUMERIC CODE ON DRIVERS DOOR TO ENTER CODE - GREAT FEATURE
Operation and Functionality	
Operation and Functionality	Center console is difficult to open/close.
Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	AL DEEBY CHRYSLER DODGE HAS BEEN MY FAVORITE DEALERSHIP - ALWAYS HAD GOOD LUCK AND I FEEL TREATED VERY WELL
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	I LIKE TO KICK THE GAS ON THE 300 - GREAT PICK UP - JUST A PAIN ON THE GEAR SHIFTER, MOST CARS U DON,T HAVE TO LOOK TO MAKE SURE IT IS IN DRIVE, THE 300 EVERYTIME U HAVE TO MAKE SURE ITS IN D
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	NONE, FAR EXCEEDED, I HAVE MULTIPLE CARS
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	TRUNK SPACE IS WHAT I LIKED
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	AS I SAID BEFORE, MY COMPLAINTS GEAR SHIFTER, FROM PARK TO DRIVE AND DRIVE BACK TO PARK, NOT EASY BLIND SPOTS ON 300 - INDICATOR LIGHTS WOULD BE NICE - MY FORD HAS IT I WOULD LIKE TO SEE A PUSH BUTTON ENTRY CODE ON THE DRIVERS DOOR - FORD HAS IT OVER ALL THE 300 IS OK FOR THE NEXT 36 MONTHS.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG7EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	04/21/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6096420297
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K101461458
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	283463807	Report Version	5	Open Date	01/06/2015
Close Date	01/06/2015	Narrative Date	01/13/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born? [REDACTED]

What is your total household income (before taxes)? \$150,000 - \$199,999.

How many children 17 or under live in your household? 0.

What is your average miles per gallon (MPG) with your vehicle? 34-36 mpg.

Please tell us about the vehicle you replaced (if applicable)

Buick.

2012.

LaCrosse.

Replaced Vehicle: Purchased New.

E Class.

Mercedes-Benz.

Primary Considered Vehicle: Used.

Secondary Considered Vehicle: Used.

2012.

E-Class.

Mercedes-Benz.

Ability to test drive 4.

Vehicle performance 4.

Vehicle fuel economy 4.

Price 5.

Primary vehicle in your household:

Primary Household Vehicle: Purchased New.

R-Class.

2006.

Mercedes-Benz.

Please indicate your occupation. [REDACTED]

What is your current marital status? [REDACTED]

Is this your first new vehicle ever purchased / leased? No.

Did you purchase or lease your vehicle? Purchase.

Secondary vehicle in your household:

Secondary Household Vehicle: Purchased New.

Chevrolet.

2500 Pickups.

Which, if any, influenced your purchase decision? (check all that apply):

Value for the money.

Advertisements.

Edmunds.

Convenience of dealership location 1.

Financing options 1.

Trade-in allowance 4.

Dealership treatment 4.

Vehicle styling 4.

Please indicate the primary driver's age. [REDACTED]

Please indicate your occupation status. [REDACTED].

What is your primary language? English.

What price did you pay for your vehicle? 24000.00

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

safety

Vehicle availability 4.

Vehicle quality 4.

Please indicate your ethnicity. [REDACTED]n.

Please indicate your gender [REDACTED]

Please indicate your highest education level [REDACTED]

About You	
When considering this vehicle	Research online.
Which of the following best describes the area you live in?	Rural.
What Can We Do Better?	
Feedback/Concerns:	If you could provide a drivers seat that was equal to a mercedes e350 or s class and use a four cylinder engine that got close to 40 mpg you would probably have the perfect car for me.
What has Chrysler done right?	provided very good value at this point. I look forward to high quality and reliability. The upgraded sound system is impressive The one year subscription to sirius is also good
Hesitation or delay when shifting between gears	
Please describe conditions when this trouble occurs:	normal driving
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	my perception
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Going into which gear/gears does the trouble occur? (check all that apply)	sometimes jerky, not very often
Additional Comments:	It doesn't happen often enough for me to have it serviced.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	happens on occasion
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	the gear shifter is hard to get used to. This am, thought I was in park but was in reverse. I bump my head when getting into the car. I am
Vehicle Satisfaction Ratings	
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Location and usefulness of interior lighting	2.
Wheels, rims, and tires appearance and styling	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Climate control operation (function and ease of use)	4.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Ease of getting into and out of vehicle	2.
Integration with media players	4.
Rear view styling (rear fascia, bumper)	4.
Interior noise level while driving	4.
Brake responsiveness/effort	4.
What is your attitude overall towards your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Clarity of sound	5.
Support for popular music/video formats	5.
Fuel economy and driving range	3.
Ease of using system displays while driving	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Is there anything about your new vehicle you would like to see changed?	shifting mechanism
What are your favorite parts of your new vehicle?	sound system
Integration with phones	4.
Appearance of exterior paint	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	4.

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	4.
Overall audio, entertainment, and navigation system impression	5.
Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.
Overview	
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	so far so good
Which automotive publications do you subscribe to? (check all that apply)	i use web based feedback from these sources and others
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you requested a paper version of the owner manual?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Transmission and Drivetrain. Vehicle Exterior.
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	sound system
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	the upgrade performs well
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	at low volume very good quality from sirius
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	sirius
Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG8EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	09/05/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6228411361
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K217461522
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	283585313	Report Version	5	Open Date	01/07/2015
Close Date	01/07/2015	Narrative Date	01/14/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born? [REDACTED]

Trade-in allowance 1.

Primary vehicle you were considering: 1/2 Ton Trucks.
Ford.
Primary Considered Vehicle: New.

Vehicle availability 4.

Vehicle quality 4.

Vehicle styling 4.

Please indicate your highest education level 4 year college degree.

Secondary vehicle in your household: Chevrolet.
Camaro.
Secondary Household Vehicle: Purchased New.
2012.

What is your primary language? English.

Secondary vehicle you were considering: F-150 SuperCrew.
Ford.
Secondary Considered Vehicle: New.
Ford.
Primary Household Vehicle: Purchased Used.
F-150.
2005.

Did you purchase or lease your vehicle? Lease.

Is this your first new vehicle ever purchased / leased? No.

Which, if any, influenced your purchase decision? (check all that apply): car or truck mpg
Features/Capabilities.
Price/Purchase Terms/Financing.
Replaced Vehicle: Purchased New.
2012.
300.
Chrysler.
Rural.

Please tell us about the vehicle you replaced (if applicable) [REDACTED]

Which of the following best describes the area you live in? Rural.

Please indicate your ethnicity [REDACTED]

When considering this vehicle Research online.
Visit the dealership.

What price did you pay for your vehicle? 38

Dealership treatment 3.

Price 4.

Vehicle fuel economy 5.

Convenience of dealership location 1.

Financing options 1.

What is your average miles per gallon (MPG) with your vehicle? 21-22 mpg.

Please indicate the primary driver's age. [REDACTED]

Please indicate your occupation. [REDACTED]

Please indicate your gender [REDACTED]

What is your current marital status? [REDACTED]

Please indicate your occupation status. Retired.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle. need for two vehicles

What is your total household income (before taxes)? \$40,000 - \$59,999.

About You	
How may children 17 or under live in your household?	0.
Ability to test drive	3.
Vehicle performance	4.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	AWD wheels need more options same wheels on my 2014 as were on my 2012 would prefer the shifter on the six speeds than the eight speeds but maybe that isn't possible

Vehicle Satisfaction Ratings	
Wheels, rims, and tires appearance and styling	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Engine sound	4.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Brake responsiveness/effort	5.
Interior noise level while driving	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ride quality	5.
Integration with media players	4.
Support for popular music/video formats	4.
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	AWD ride
Is there anything about your new vehicle you would like to see changed?	shifter - wheels
Integration with phones	4.
Engine exhaust sound	4.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please explain further about your choice to recommend your vehicle:	2nd 300 - great ride, good mpg meets our needs and expectations
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Printed User Guide covers the necessary features	4 (agree).

Overview

Information on the DVD is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver.
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
DVD format is easy to understand and use	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain.
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What Can We Do Better?

Feedback/Concerns:	more wheel options on AWD, upgrade autoshifter w/o rotary dial
What has Chrysler done right?	Looks, fit & finish, ride, room w/o feeling big

Welcome

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Gear selector is difficult to operate (auto. trans.)

Additional Comments:	can't go from reverse to drive quickly such as backing out of parking space or driveway shifter makes it awkward and I don't care for the new rotary dial the 15's have
Why is the gear selector difficult to operate?	Other (please describe).

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	02/17/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6035411062
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K038461434
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	283812946	Report Version	5	Open Date	01/09/2015
Close Date	01/09/2015	Narrative Date	01/16/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What price did you pay for your vehicle?	\$26, 500
What year were you born?	
Primary vehicle you were considering:	2014. Chrysler. Primary Considered Vehicle: New. 300.
Vehicle performance	5.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. Replaced Vehicle: Purchased Used. 1994.
Which, if any, influenced your purchase decision? (check all that apply):	Image that the vehicle portrays. Price/Purchase Terms/Financing. Value for the money. Adver isements. On-Line blogs or forums. Consumer Reports ratings. Edmunds. Features/Capabilities. Manufacturer?s website. Vehicle test drive.
Please indicate your gender	
What is your current marital status?	
Please indicate your occupation status.	Retired.
Secondary vehicle you were considering:	Secondary Considered Vehicle: New. Nissan.
Secondary vehicle in your household:	Toyota. Tundra. 2000.
What is your total household income (before taxes)?	Under \$25,000.
When considering this vehicle	Visit the dealership. Interact with dealership by phone. Test drive the vehicle. Interact with dealership by email. Research online.
How may children 17 or under live in your household?	0.
Convenience of dealership location	2.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Primary vehicle in your household:	2014. 300. Primary Household Vehicle: Purchased New.
Vehicle quality	4.
Price	5.
Ability to test drive	5.
Vehicle fuel economy	5.
Please indicate your ethnicity	
What is your primary language?	English.
Which of the following best describes the area you live in?	Suburban.

Detail on High Rated Items

Detail on High Rated Items	
<p>You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.</p> <p>You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.</p> <p>You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.</p> <p>You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.</p> <p>You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.</p> <p>You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.</p> <p>You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.</p> <p>You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.</p> <p>You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.</p> <p>You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.</p> <p>You rated the value of your new car High. Use this space to provide any specific comments you would like to share.</p> <p>You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.</p>	<p>Again - our older (2) '94 LHS's had very poor lighting especially disappointing were the high beams - vast improvement.</p> <p>I'm only 5'10" so I fit well. Bumped my head a couple of times getting out - old LHS had a bit more head room but it's just a matter of getting use to it.</p> <p>Never, never would have thought I would ever own a Chrysler and have now owned 3 of them. they stand out from the rest. My wife really likes it and for anyone married that means a lot.</p> <p>This was a deal breaker. Consumer reports and my mechanics really don't like the cvt which we were considering when looking at the Ultima.</p> <p>gear shifter taking a little get ing use to but I like it.</p> <p>most other cars look the same - this one doesn't</p> <p>see above</p> <p>We hope to keep this car a long time. I know the engine will go the distance inasmuch as we are sold on the use of synthetic oils. I have concerns about the transmission as it's only been out there a short while. Not to keen on it being a 'closed' system. We owned an auto repair shops and always changed the tranny fluid at every 50 thousand miles with Ams Oil - never had problems with them. Concerned about using this oil in this transmission for fear it would void warranty but after warranty expires we will use it.</p> <p>We tend to keep our vehicles 20 years or so and try to maintain the paint with professional waxing every 6 months. we find that that plus parking under shelter as much as possible maintains it's durability especially in Florida.</p> <p>Love the ability to access locked doors w/o 'using' the key as well as assisted lighting when you open the door - car looks great all around</p> <p>We got a great deal on line with laSalle Dodge - far cheaper than locally.</p> <p>We considered the 200 but decided it was too small for us. For accident reasons we prefer a larger car although the nine speed in the 200 did get my attention. I know hat trannies are the hardest thing to fix and I'd like to see you persue the research on improving them - that's were the fuel mileage is really going to improve.</p>
Excessive wind noise	
<p>Please describe conditions when this trouble occurs:</p> <p>Please indicate the location of the wind noise (check all that apply):</p>	<p>na</p> <p>As with our 2 previous LHS's the noise seems to come from underneath - from tires on the road. Recommend that some sort of sound absorbing material be put inside doors and under he car.</p>
Contact Me	
<p>To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.</p> <p>Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?</p>	<p>I would like to know everything this car can do and the feedback info it offers but I don't think it would work for me over the phone - I need someone to show me.</p> <p>Yes.</p>
Vehicle Satisfaction Ratings	
Integration with phones	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Make the reclining seats more comfortable for laying out straight - like for nap - currently not comfortable at all
What are your favorite parts of your new vehicle?	size relative to mpg: styling: not having to 'mess' with keys: improved quiet over previous chrysler: use of regular fuel a great improvement
Ease of using system displays while driving	2.
Clarity of sound	4.
Seat adjustment and comfort	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Engine performance during acceleration	5.

Vehicle Satisfaction Ratings	
Fuel economy and driving range	5.
Ride quality	5.
Overall audio, entertainment, and navigation system impression	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
What is your attitude overall towards your new car?	5.

Lights	
Lights	Adaptive front lighting system broken/not working. Fog/water/condensation in exterior light lenses.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	purchased many miles away
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Please explain further about your choice to recommend your vehicle:	Although consumer reports doesn't rate the 300 as high as others in it's class they did the same with the two '94 LHS's we had and we were very satisfied. When you consider the size of the car and the good return in fuel mileage that's a nice pairing. It's a good looking car and fun to drive and quieter than our LhS, which was a big improvement. It was hard to hear conversation with passenger in the old LHS. Question: why can't car manufactures work to reduce glare from side mirrors like they do the rear view mirrors - that would greatly help fatigue during night driving - hate the glare from the side mirrors.
Information on the DVD is easy to find and access	2 (disagree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Which feature or section of the Printed User Guide did you find least helpful and why?	50 percent
Please provide feedback on how Chrysler can improve the Printed User Guide	as said - terminology changes to fast for us. I'm not sure how to work a good deal of the informations system
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Printed User Guide covers the necessary features	5 (strongly agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain. Brake System. Interior Climate Control. Interior Trim/Storage/Windows. Seats. Steering, Handling, and Ride.

Fog/water/condensation in exterior light lenses	
Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):	Passenger's side headlight.

What Can We Do Better?	
What has Chrysler done right?	Love the warranty. Love the improvement in the transmission to get the better fuel mileage and the fact that, unlike our older LHS's it uses regular fuel not 89 octane which costs us at least an extra 20 cents more a gallon - well done.

Paint is uneven: has sags, runs, overspray, thin spots, etc.	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Paint is uneven: has sags, runs, overspray, thin spots, etc. Please indicate the location of the paint issue (check all that apply):	as soon as we could we had the car detailed with two coats of wax and special treatment of leather seats. We were told that there was evidence of overspray on the driver front fender although to us it isn't noticeable.
--	--

Adaptive front lighting system broken/not working	
Please indicate which headlight is not working properly (check all that apply):	led's cease to work about a week after purchased. Was replaced by dealer

Hard Controls/Menu	
Hard Controls/Menu	Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location.

Welcome	
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG0EH	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	11/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6298320262
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K305363513
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	284099749	Report Version	5	Open Date	01/14/2015
Close Date	01/14/2015	Narrative Date	01/21/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

How may children 17 or under live in your household?	0.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Secondary vehicle you were considering:	2014.
	ATS.
	Cadillac.
	Secondary Considered Vehicle: Used.
Vehicle fuel economy	3.
Please indicate the primary driver's age.	
Vehicle performance	4.
Financing options	5.
Secondary vehicle in your household:	Dodge.
	Secondary Household Vehicle: Purchased New.
	2013.
	Avenger.
Please indicate your occupation status.	Graduate degree.
Please indicate your highest education level	Image that the vehicle portrays.
Which, if any, influenced your purchase decision? (check all that apply):	Value for the money.
	Internet research.
	Recommendations from friends or family.
	Features/Capabilities.
	Kelley Blue Book.
	Previous experience with the vehicle/brand.
	Vehicle test drive.
	Advertisements.
	Automotive magazines.
	Dealer/Salesperson interaction.
	Dealership information.
	Price/Purchase Terms/Financing.
Please indicate your gender	
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used.
	2009.
	Cadillac.
	CTS.
Please indicate your occupation.	
Trade-in allowance	1.
Convenience of dealership location	3.
Vehicle availability	4.
Vehicle styling	4.
Dealership treatment	5.
Vehicle quality	5.
Please indicate your ethnicity	
Primary vehicle in your household:	Chrysler.
	2014.
	300.
	Primary Household Vehicle: Purchased New.
	CTS Sedan.
	Cadillac.
	Primary Considered Vehicle: Used.
Primary vehicle you were considering:	

About You

What is your primary language?	2014. English.
When considering this vehicle	Interact with dealership by email. Interact with dealership by phone. Research online. Test drive the vehicle. Visit the dealership.
Is this your first new vehicle ever purchased / leased?	No.
What year were you born?	██████
What is your total household income (before taxes)?	\$80,000 - \$99,999.
Ability to test drive	4.
Price	5.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Urban.
What price did you pay for your vehicle?	34000
What is your current marital status?	██████████.

Abnormal odors coming from transmission

Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Transmission odor occurs while vehicle is (check all that apply):	When car is turned off.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.

Vehicle Satisfaction Ratings

What is your attitude overall towards the BRAND of your new car?	2.
Fuel economy and driving range	3.
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Steering wheel adjustment	4.
Overall audio, entertainment, and navigation system impression	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
Exterior design and appearance (overall impression)	3.
Ease of using system displays while driving	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Interior comfort, design and appearance of interior (overall impression)	3.
Engine exhaust sound	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
What are your favorite parts of your new vehicle?	rims, sounds system, and lighting
Is there anything about your new vehicle you would like to see changed?	the rear design and aerodynamics
Rear view styling (rear fascia, bumper)	1.
Transmission gear change performance (smoothness)	2.
Integration with phones	3.
How do you feel about the durability of your new vehicle?	3.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Ease of getting into and out of vehicle	4.
Engine performance during acceleration	4.
Clarity of sound	5.
Integration with media players	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Ride quality	5.

Shifts at wrong times	
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. 2nd Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Freeway/highway driving. Hard acceleration.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Are you using your vehicle for towing when the problem occurs?	No.
Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears. Shifts at wrong times. Gear selector is difficult to operate (auto. trans.).
Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	Not necessary
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you requested a paper version of the owner manual?	No.
Would you recommend this vehicle to family or friends?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Interior Trim/Storage/Windows.
Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	parking
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Transmission Odors	
Transmission Odors	Abnormal odors coming from transmission.
Detail on Low Rated Items	
You rated rear view styling (rear fascia, bumper) Low. Use this space to provide any specific comments you would like to share.	Too big, bulky and plain.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG0EH	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	07/24/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6176410699
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K161463509
Color	PX8	GLOSS BLACK					

Report Number		System Key	284320497	Report Version	5	Open Date	01/16/2015
Close Date	01/16/2015	Narrative Date	01/23/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	When I sync my iPhone 6 up to the car the voice activation buttons on the steering wheel don't work and we haven't been able to resolve this issue yet
--	--

Hesitation or delay when shifting between gears

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	To much shifting when pulling out from a stop. To much shifting when pulling out from a stop. To much shifting when pulling out from a stop. To much shifting when pulling out from a stop.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	To much shifting when pulling out from a stop. To much shifting when pulling out from a stop.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings

Integration with phones	2.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Fuel economy and driving range	4.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	Controls
Transmission gear change performance (smoothness)	3.
Clarity of sound	5.
Integration with media players	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overall audio, entertainment, and navigation system impression	5.
Wheels, rims, and tires appearance and styling	5.
Location and usefulness of interior lighting	5.

Vehicle Satisfaction Ratings	
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Overview	
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Please explain further about your choice to recommend your vehicle:	This is my second 300 and I absolutely love it. It's comfortable and roomy and rides nice.
Printed User Guide covers the necessary features	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Would you recommend this vehicle to family or friends?	Yes.

About You	
Dealership treatment	5.
Vehicle quality	5.
Vehicle styling	5.
Please indicate your ethnicity	[REDACTED].
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	Demonstrond Previous experience with the vehicle/brand. Price/Purchase Terms/Financing. Vehicle test drive.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2008. 300. Chrysler.
When considering this vehicle	Research online. Test drive the vehicle.
Which of the following best describes the area you live in?	Suburban.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Trade-in allowance	5.
Please indicate the primary driver's age.	[REDACTED].
Primary vehicle in your household:	Chrysler. 2014. 300. Primary Household Vehicle: Purchased New.
Please indicate your occupation status.	[REDACTED].
What is your current marital status?	[REDACTED].
Please indicate your highest education level	Trade / technical school.
How may children 17 or under live in your household?	0.
Convenience of dealership location	5.
Financing options	5.
Please indicate your gender	[REDACTED].
What year were you born?	[REDACTED].
What price did you pay for your vehicle?	33000
Vehicle availability	3.

About You	
Vehicle fuel economy	4.
Price	5.
Ability to test drive	5.
Vehicle performance	5.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your occupation.	Technical Specialty.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	It's just strange and Its taking a while to get used to. I'll think I'm in park and it's in reverse or I'll think I'm in drive and it'll be in nutral.
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.

Welcome	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
What has Chrysler done right?	Everything
Feedback/Concerns:	Nothing

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears.
	Gear selector is difficult to operate (auto. trans.).

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH8EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	08/29/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1210310145
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K232361588
Color	PX8	PITCH BLACK					

Report Number		System Key	284608833	Report Version	5	Open Date	01/20/2015
Close Date	01/20/2015	Narrative Date	01/27/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Detail on High Rated Items

You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	I like that it tilts and telescopes. Easy to find perfect driving position for me.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	It's just a great car. I'm 40 years old - not old, but not young either. It's great to find a car that caters to my need to have a "fun" car to drive, but also a professional vehicle. This does bo h.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Like the tail lights as designed - looks nice especially at night.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	no problems with interior noise
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Again, the inset on the style give it a better look and feel
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Even with the V6, I have plenty of power.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	I like the open grill. However, I do like the new 2015 grill even better.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Masculine, muscle car feel. Love the side profile design with 2014 body style as opposed to previous body styles (door insets). Also really like the taillights much better with this design as it flows together as one unit.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Ride feels like a luxury car
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	High enough off the ground that entry and exit from the vehicle is very easy.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	I'm 6'2, so it's nice to have a car with leg room and head room. Also, the interior lighting and detailing of the trim feels like a quality vehicle. So while it looks like a muscle on the exterior, it rides like a luxury car.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Nice sheen and look
You rated engine sound High. Use this space to provide any specific comments you would like to share.	I like the sound of he engine at start up and outside he vehicle. However, it's not noisy at all when driving. Good balance.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	I often can't get a sunroof b/c it reduces head room in many vehicles. This allows a sunroof and still room to spare.

Voice Recognition feature does not have enough functions available

Please describe additional functions you would like to have:	It would be helpful to control all areas of the touch screen via voice recognition as the screen forces my eyes off the road.
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Vehicle Satisfaction Ratings

How was your purchasing experience (the dealer/dealership)?	1.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	Gear selector. I often think I have it in park, but only goes to reverse. Or I think I moved it into Drive, but goes to neutral. Cannot get a feel of moving into gear.
Overall audio, entertainment, and navigation system impression	4.
Headlight illumination/performance during night-time driving	4.
Seat adjustment and comfort	4.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Ride quality	5.
Integration with phones	4.
Vehicle storage and space usage	4.
What is your attitude overall towards the BRAND of your new car?	4.
Head/leg/foot room	5.
Engine exhaust sound	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Climate control operation (function and ease of use)	2.
Ease of using system displays while driving	3.
What are your favorite parts of your new vehicle?	Body Styling, engine sound and performance
Clarity of sound	4.
Integration with media players	4.
Support for popular music/video formats	4.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Engine sound	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.

About You	
Dealership treatment	2.
Financing options	3.
Vehicle styling	5.
What is your primary language?	English.
Which, if any, influenced your purchase decision? (check all that apply):	Internet research. Image that the vehicle portrays. Manufacturer?s website. Previous experience with the vehicle/brand. Vehicle test drive. Consumer Reports ratings. Features/Capabilities. Lifestyle. Automotive magazines. On-Line blogs or forums.
Secondary vehicle in your household:	Jeep. Wrangler. 2007. Secondary Household Vehicle: Purchased Used.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. Sienna. 2007. Toyota.
Did you purchase or lease your vehicle?	Purchase.
When considering this vehicle	Test drive the vehicle. Research online.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Trade-in allowance	3.
How may children 17 or under live in your household?	<div></div>
Price	4.
Vehicle fuel economy	4.
Ability to test drive	5.
Please tell us about the vehicle you replaced (if applicable)	Altima. Replaced Vehicle: Purchased New. 2011. Nissan.
Please indicate your occupation status.	Employed.
Please indicate your occupation.	<div></div> .
Please indicate your gender	<div></div>
What is your current marital status?	<div></div>
Is this your first new vehicle ever purchased / leased?	No.

About You	
Which of the following best describes the area you live in?	Suburban.
Vehicle quality	5.
Please indicate your ethnicity	
Please indicate your highest education level	Graduate degree.
What price did you pay for your vehicle?	31000
What is your total household income (before taxes)?	\$125,000 - \$149,999.
Vehicle availability	4.
What year were you born?	
Convenience of dealership location	2.
Vehicle performance	4.
Please indicate the primary driver's age.	
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Text Messaging	
Text Messaging	Text messaging broken/not working.
Door locks broken/not working	
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Trouble with the door lock occurs:	Both locking and unlocking.
Please indicate what type of trouble was experienced with the door lock (check all that apply):	From outside the vehicle, the lock/unlock button on the exterior door handle does not always lock/unlock the doors. I typically use it to unlock as lifting the handle allows unlock to occur.
Please indicate which door lock location is the source of the trouble (check all that apply):	It's not the door itself, but where I lock/unlock vehicle is from driver's side door.
Please describe conditions when this trouble occurs:	When key is in my pocket it often (but not always) fails to recognize the key. So I have to remove it from my pocket, which defeats the purpose a bit.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Text messaging broken/not working	
How often does this trouble occur?	Trouble occurs regularly.
Please describe the trouble you experienced (check all that apply):	Unable to send/reply/forward text via voice recognition. Often fails to recognize input. End up not using it.
Did this trouble occur after starting the vehicle?	No.
Do you have the Uconnect Access free form speech option?	Yes.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	Galaxy 4s
Please choose your cell phone brand	Samsung.
Overview	
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	I enjoy driving it. I love the style. Ride is very smooth.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Detail on Low Rated Items	
You rated your purchasing experience (at the dealer/dealership) Low. Use this	I purchased from Lindsay Dodge in Woodbridge, VA. It was the worst car-buying

Detail on Low Rated Items	
<p>space to provide any specific comments you would like to share.</p> <p>We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.</p>	<p>experience I ever had. They didn't know their inventory (I had to look it up on my phone and give my sales rep the invoice number). Their inventory was off-site and they made two trips back and forth before I requested to just go to the inventory site with him to view potential vehicles. They hid costs under "fees" during the negotiation. They took 3 weeks to schedule aftermarket install of the leather seats. The entire negotiation process took 6 hours. The only reason I purchased from them was that I was also purchasing a used Jeep Wrangler from the dealer and needed to purchase both to make it work for my budget. They have yet to ever reach out to me even when I expressed my concerns and displeasure.</p> <p>Just the gear shifting. It was awkward when I bought it, but I figured it would take getting used to. I still go to put it in park, and it's in reverse or go to put it in drive, but it's in neutral. It's just awkwardly touchy. I prefer the feel of moving from one gear selection to the next when driving and parking I guess.</p>
Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Door locks/key fob entry system	
Door locks/key fob entry system	Door locks broken/not working.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	<p>Interior Climate Control.</p> <p>Transmission and Drivetrain.</p> <p>Features/Controls/Displays.</p> <p>Entertainment/Navigation System/Connectivity.</p>
Voice Activation / Recognition doesnt recognize command	
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	It often says "command not recognized" and I will restate. Typically VCR for radio functions.
Voice Activation / Recognition	
Voice Activation / Recognition	<p>Voice Recognition feature does not have enough functions available.</p> <p>Voice Activation / Recognition doesn't recognize command.</p>
Features and Controls	
Features and Controls	Door locks/key fob entry system.
What Can We Do Better?	
Feedback/Concerns:	Need to monitor dealerships. My experience with the dealer has been awful. That can ruin your brand identity.
What has Chrysler done right?	Good follow up. Great styling. Good image and brand development.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG6DH	Model Year	2013	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	04/11/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6075321691
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K100361209
Color	PX8	GLOSS BLACK					

Report Number		System Key	284847676	Report Version	5	Open Date	01/22/2015
Close Date	01/22/2015	Narrative Date	01/29/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you. Electronic shifter

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

Vehicle Satisfaction Ratings

Support for popular music/video formats	4.
Appearance of exterior paint	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Interior noise level while driving	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Ease of getting into and out of vehicle	5.
Fuel economy and driving range	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Rear view styling (rear fascia, bumper)	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
What is your attitude overall towards your new car?	4.
Ease of using system displays while driving	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Seat adjustment and comfort	5.
Clarity of sound	4.
Integration with media players	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.

About You

Please indicate your ethnicity	
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	.
What is your current marital status?	

About You

Primary vehicle in your household:

Sebring.
2008.
Chrysler.
Primary Household Vehicle: Purchased Used.

What year were you born?

What is your average miles per gallon (MPG) with your vehicle?

23-24 mpg.

Please indicate your occupation status.

Retired.

Please indicate your highest education level

4 year college degree.

Please indicate the primary driver's age.

What is your primary language?

English.

Please indicate your occupation.

Which of the following best describes the area you live in?

Suburban.

What is your total household income (before taxes)?

\$100,000 - \$124,999.

How may children 17 or under live in your household?

0.

Other

Approximate mileage when trouble was first noticed was:

Less than 10,000.

Please describe the other trouble you experienced:

You have to be very careful when you shift into park, sometimes it doesn't and it did cause me to get into an accident.

To the best of your recollection, the trouble was first noticed:

9-12 months into ownership.

How often does this trouble occur?

Trouble occurs intermittently.

Overview

Have you taken the vehicle to a dealer to have your trouble corrected?

No.

Would you recommend this vehicle to family or friends?

Yes.

Which automotive publications do you subscribe to? (check all that apply)

None or other (if other, please describe).

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Welcome

Please tell us how many miles are currently on your vehicle:

More than 50,000 miles.

Are you the primary driver of this vehicle?

Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Other.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

Electronic shifter

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG6EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	09/23/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6253310934
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K249361408
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	284847884	Report Version	5	Open Date	01/22/2015
Close Date	01/22/2015	Narrative Date	01/29/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	At all times
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	I thought I would, over time and use, learn how to "seamlessly" operate the shifter. after 10k miles and nearly a year its definitely better but still is a poor design in my opinion.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Going into which position is the gear selector difficult to operate? (check all that apply):	after having the vehicle for nearly a year I sometimes still miss getting into the gear I want, it is not "intuitive" and not designed to allow the driver to "feel" which gear he is in. I sometimes have teh vehicle in reverse when I believe I should be in park, could be a problem someday if I exit the car without being in park.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Engine power, ride quality, fuel economy, comfort
Ease of getting into and out of vehicle	4.
Integration with phones	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ride quality	5.
Headlight illumination/performance during night-time driving	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Clarity of sound	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Transmission gear change performance (smoothness)	2.
How do you feel about the durability of your new vehicle?	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with media players	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Interior noise level while driving	5.
Engine sound	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
Engine exhaust sound	4.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.

Vehicle Satisfaction Ratings	
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Fuel economy for a vehicle of this size is impressive
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	works very well, use it every day
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Bluetooth connectivity to smartphone is top notch.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	touchscreen and steering wheel controls are top notch
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	One thing concerning safety. I sliced my hand several times while hand washing the car, this was happening from a sharp edge on the bottom side of each exterior mirror. There was a sharp edge that acted like a razor blade. I finally used fine grit sandpaper to remove the edge, problem solved. I noticed this same problem on another brand new 300- fyi.
Hesitation or delay when shifting between gears	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	4th Gear. 5th Gear. 2nd Gear. 3rd Gear.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Maintaining a fairly constant speed while driving on steep/hilly roads. Maintaining a fairly constant speed on level roads.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	temp doesnt seem to matter
About You	
Please tell us about the vehicle you replaced (if applicable)	2008. Dakota. Dodge. Replaced Vehicle: Purchased New.
Secondary vehicle in your household:	2010. Mazda. Secondary Household Vehicle: Purchased New.
Primary vehicle you were considering:	CX-9. 2014. Charger. Dodge. Primary Considered Vehicle: New.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Price	4.
Vehicle fuel economy	4.
Please indicate your ethnicity	
Please indicate your occupation.	
Please indicate your gender	
What is your current marital status?	
When considering this vehicle	Research online.
Please indicate your highest education level	2 year college degree.
Convenience of dealership location	4.
Dealership treatment	5.
Primary vehicle in your household:	Avalanche. Chevrolet. Primary Household Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	2004. Company preference
What price did you pay for your vehicle?	30k? (company owned)
Vehicle performance	4.

About You	
Please indicate the primary driver's age.	██████
Which of the following best describes the area you live in?	Rural.
What year were you born?	██████
What is your total household income (before taxes)?	\$150,000 - \$199,999.
How many children 17 or under live in your household?	██████
Vehicle availability	4.
Vehicle quality	5.
Vehicle styling	5.
Please indicate your occupation status.	██████████
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.

Shifts at wrong times	
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 5th Gear. 4th Gear. 3rd Gear.

Shift between gears is rough/harsh under normal driving conditions	
Going into which gear/gears does the trouble occur? (check all that apply)	shift causes engine to lug, car to lurch shift causes engine to lug, car to lurch shift causes engine to lug, car to lurch during low engine rpm condi ion
Please describe conditions when this trouble occurs:	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	engine temp doesntseem to affect this condition
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	during easy driving, lower engine rpm. doesnt happen when accelerating hard.
How often does this trouble occur?	Trouble occurs regularly.

Axle is leaking fluid	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Please describe where the leak occurs (check all that apply):	passenger side differential, shaft seal
How often does this trouble occur?	Trouble occurs intermittently.

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears. Shifts at wrong times. Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Overview	
Have you requested a paper version of the owner manual?	No.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	I am mechanical in nature and havent needed to reference it.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	I am impressed with the ride quality and fuel economy. The looks of the 300, both exterior and interior are appealing. The 300 is a very appealing car.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Seats.
Seat Squeak/Rattle	
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Trouble occurs under these surface conditions (check all that apply):	Durring acceleration and stopping
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Please indicate which seat has a squeak/rattle (check all that apply):	Seat gets loose and shifts around, makes noise and can be felt when loose
Seat Squeak/Rattle	Seat Squeak/Rat le.
How often does this trouble occur?	Trouble occurs intermittently.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
What Can We Do Better?	
Feedback/Concerns:	I have a recall notice on the alternator, have known about the recall now for 4-5 months but dealer says recall parts arent yet available- makes Chrysler look bad.....
What has Chrysler done right?	This survey is a very good idea.
Axle(s)	
Axle(s)	Axle is leaking fluid.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH6GDH5	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	08/25/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6220221508
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K207212309
Color	PX8	PITCH BLACK					

Report Number	[REDACTED]	System Key	285150797	Report Version	5	Open Date	01/26/2015
Close Date	01/26/2015	Narrative Date	02/02/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born?	[REDACTED]
Please indicate the primary driver's age.	[REDACTED]
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used. 2004. CR-V. Honda.
Primary vehicle in your household:	2013. Charger. Dodge. Primary Household Vehicle: Purchased New.
Please indicate your highest education level	4 year college degree.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Urban.
Please indicate your ethnicity	[REDACTED]
Please indicate your occupation status.	Employed.
Please indicate your gender	[REDACTED].
What is your current marital status?	[REDACTED]
Please indicate your occupation.	Other.
What is your total household income (before taxes)?	\$80,000 - \$99,999.
What is your average miles per gallon (MPG) with your vehicle?	29-30 mpg.
How may children 17 or under live in your household?	0.

What Can We Do Better?

What has Chrysler done right?	The 2011-2014 model are going to be classics. They had the perfect blend of muscular styling, handling, power and fuel efficiency.
Feedback/Concerns:	You finally paired the R/T with the 8 speed transmission, but totally ruined the style of the car. I will not be buying one of the newer models. Sorry, but you dropped the ball on the refresh.

Vehicle Satisfaction Ratings

Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	4.
Support for popular music/video formats	5.
Ride quality	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Clarity of sound	3.
Integration with media players	3.
Appearance of exterior paint	3.
Ease of using system displays while driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Engine performance during acceleration	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
What is your attitude overall towards your new car?	5.

Vehicle Satisfaction Ratings	
Headlight illumination/performance during night-time driving	4.
Fuel economy and driving range	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Transmission gear change performance (smoothness)	5.
Is there anything about your new vehicle you would like to see changed?	it should accelerate better, if a Nissan Maxima can hit 60 in 5.5 seconds there's no excuse for the Charger SXT to not match those numbers
Integration with phones	2.
What are your favorite parts of your new vehicle?	styling, good balance of performance and economy
Overall audio, entertainment, and navigation system impression	3.
Safety and visibility while driving	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Engine exhaust sound	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Rear view styling (rear fascia, bumper)	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	40,000-49,999.
Are you the primary driver of this vehicle?	Yes.

Overview	
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Very annoying dashboard rattle in certain conditions. On the interstate when it's at the low range of 8th gear the harmonics are just right to cause a rattle. Also rattles on bumpy roads, modern cars should not do that.
Would you recommend this vehicle to family or friends?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG0DH	Model Year	2013	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	03/23/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6064322015
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K081361107
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	285238347	Report Version	5	Open Date	01/27/2015
Close Date	01/27/2015	Narrative Date	02/03/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Gear selector is difficult to operate (auto. trans.)

Additional Comments:	The safety release button is not easy to depress.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	It is not intuitive like most normal shifter I have used in the past with other regular and high performance cars
	same as above
	ditto
	ditto
	same as above
How often does this trouble occur?	Never know I am in park unless I look at display
To the best of your recollection, the trouble was first noticed:	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	all shifting times
	Less than 10,000.

About You

How many children 17 or under live in your household?	0.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Please indicate your highest education level	4 year college degree.
What year were you born?	before
Primary vehicle in your household:	2003.
	Dakota.
	Dodge.
	Primary Household Vehicle: Purchased Used.
Please indicate the primary driver's age.	
Please indicate your ethnicity	.
Please indicate your gender	
What is your current marital status?	.
Please indicate your occupation status.	Retired.
What is your primary language?	English.
Please indicate your occupation.	
Which of the following best describes the area you live in?	Suburban.

Vehicle Satisfaction Ratings

Ease of getting into and out of vehicle	2.
Safety and visibility while driving	2.
Integration with media players	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Interior noise level while driving	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
Fuel economy and driving range	5.
Clarity of sound	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Engine sound	4.

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Brake responsiveness/effort	5.
Is there anything about your new vehicle you would like to see changed?	driver's seat more comfortable and easier to get in to the car as the seat must be set low otherwise I bump my head upon entering.
Interior comfort, design and appearance of interior (overall impression)	2.
Support for popular music/video formats	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Engine performance during acceleration	4.
Seat adjustment and comfort	1.
Headlight illumination/performance during night-time driving	3.
Ease of using system displays while driving	4.
Exterior design and appearance (overall impression)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Steering wheel adjustment	4.
Climate control operation (function and ease of use)	4.
Engine exhaust sound	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Overview	
Was the trouble resolved to your satisfaction?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	I Mention each time I have it in for service. Service rep looks at me with sympathy
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.

Detail on High Rated Items	
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	panic stops work well
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	great gas mileage for a car of this size. The v6 is a very good engine

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Detail on Low Rated Items	
You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.	seat perimeter presses against my lower hip bone. I use a cushion on top of seat

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CCARG7DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	02/05/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6254221083
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M348216783
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	285238356	Report Version	5	Open Date	01/27/2015
Close Date	01/27/2015	Narrative Date	02/03/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Ride quality	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Integration with phones	3.
Ease of getting into and out of vehicle	3.
Seat adjustment and comfort	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
Overall audio, entertainment, and navigation system impression	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	miserable to shift and get in the correct gear at times does not go into park and then the car does not shut off and I exit the car with the engine running and in reverse VERY DANGEROUS
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Since it was new
Why is the gear selector difficult to operate?	Other (please describe).
Please describe conditions when this trouble occurs:	shifting transmission
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

About You

Primary vehicle in your household:	Cadillac.
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About You	
What is your primary language?	2011.
Did you purchase or lease your vehicle?	Escalade.
Which of the following best describes the area you live in?	Primary Household Vehicle: Purchased New.
What is your average miles per gallon (MPG) with your vehicle?	English.
Secondary vehicle in your household:	Purchase.
	Suburban.
	19-20 mpg.
	2007.
	Secondary Household Vehicle: Purchased New.
	Pontiac.
	Solstice.
Please indicate the primary driver's age.	██████.
Please indicate your gender	██████
What is your current marital status?	██████
Please indicate your highest education level	Trade / technical school.
What is your total household income (before taxes)?	\$40,000 - \$59,999.
How may children 17 or under live in your household?	0.
What year were you born?	██████
Please indicate your ethnicity	██████████
Please indicate your occupation status.	Retired.
Please indicate your occupation.	██████████████████

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Please explain further about your choice to recommend your vehicle:	I would tell them of my concerns
Was the trouble resolved to your satisfaction?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	it was the design of the car can't be fixed
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	joy stick shifting
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	same as previous

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	shifting problems ████████
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Welcome	
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.

Front doors are difficult to open/close	
Please indicate which of the following best describes your concern (check all that apply):	When door is opened wide there is nothing to grab to close it
Please indicate which door is difficult to open/close (check all that apply):	same
	same
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe conditions when this trouble occurs:	door open
How often does this trouble occur?	Trouble occurs regularly.

Front Doors	
Front Doors	Front doors are difficult to open/close.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Vehicle Exterior.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG1CH	Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	09/21/2011	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6253110779
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K157138887
Color	PDM	TUNGSTEN METALLIC CLEAR COAT					

Report Number		System Key	285347198	Report Version	5	Open Date	01/28/2015
Close Date	01/28/2015	Narrative Date	02/04/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on High Rated Items

You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	at having another 6 footer sit behind me is nice. can actually fit 5 people comfortably
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	extremely easy to sync
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	like the mean look from the front and the side indentions and love the tail lights
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	just wish the transmission had manual mode with paddle shifters
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	see above
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Bluetooth to phone for music was automatic
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	see above
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	see above

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	cloth seat material
What is your attitude overall towards your new car?	4.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Brake responsiveness/effort	5.
Clarity of sound	4.
Support for popular music/video formats	4.
Interior noise level while driving	4.
Engine sound	4.
Fuel economy and driving range	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Overall audio, entertainment, and navigation system impression	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Integration with media players	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
What are your favorite parts of your new vehicle?	Appearance
Wheels, rims, and tires appearance and styling	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.

Vehicle Satisfaction Ratings	
Integration with phones	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Seat material concerns	
Additional Comments:	seems like low quality material
Approximate mileage when trouble was first noticed was:	10,000-19,999.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
Seat material trouble is:	Other (please describe).
About You	
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Please indicate the primary driver's age.	██████
Secondary vehicle in your household:	Chevrolet. Secondary Household Vehicle: Purchased New. 2011. Equinox.
Primary vehicle in your household:	Dodge. Primary Household Vehicle: Purchased New. 2012. Charger.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
How many children 17 or under live in your household?	0.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Please indicate your occupation status.	Employed.
Please indicate your gender	██████
What is your current marital status?	██████
Please indicate your highest education level	Trade / technical school.
What year were you born?	1██████
Please indicate your ethnicity	██████.
Which of the following best describes the area you live in?	Suburban.
Please indicate your occupation.	██████████████.
Sunroof components	
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Overview	
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Motor Trend.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	Yes.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Transmission and Drivetrain.
Welcome	

Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.
Seat material is sagging/loose/parting seams	
Please indicate which seat is sagging/loose/parting seams (check all that apply)	material is loose
Gear/stick shift	
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
When was the replacement made on your vehicle?	18-24 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	need to really pay attention going into park. stops in reverse
Additional Comments:	too springy and requires concentration to go into park
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs intermittently.
Transmission and Drivetrain Components	
Transmission and Drivetrain Components	Gear/stick shift.
Seat Material	
Seat Material	Seat material concerns.
	Seat material is sagging/loose/parting seams.
Features/Controls/Displays Components	
Features/Controls/Displays Components	Sunroof components.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAJG0DH	Model Year	2013	Body	LXFT48	CHRYSLER 300 VARVATOS LUX ED FOUR DOOR	
Built Date	02/01/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6015321599
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M352207292
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	286329862	Report Version	1	Open Date	02/10/2015
Close Date	02/10/2015	Narrative Date	02/11/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Speakers make static or popping noises

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	sane comments
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Trouble with speaker occurs:	In certain/specific geographical locations, including buildings, power plants, etc. (please describe in detail below).
Please indicate which media sources were being played (check all that apply):	same comment

Shifting paddles/buttons difficult to operate

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Additional Comments:	paddles are in bad place
Going into which gear is the shifting paddle/button difficult to operate? (check all the apply):	operates when not wanted by unintentional motion of hand
Why is the shifting paddle/button difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.

About You

Convenience of dealership location	3.
Financing options	3.
Trade-in allowance	4.
Dealership treatment	4.
Which, if any, influenced your purchase decision? (check all that apply):	Consumer Reports ratings. Price/Purchase Terms/Financing. Vehicle test drive. Dealership information.
Primary vehicle you were considering:	LeSabre. Buick.
Please tell us about the vehicle you replaced (if applicable)	Lincoln. Replaced Vehicle: Purchased New. Continental.
Did you purchase or lease your vehicle?	Purchase.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Ability to test drive	3.
Vehicle quality	3.
Please indicate your highest education level	Graduate degree.
Please indicate your gender	.
What is your current marital status?	.
Please indicate your occupation status.	Retired.
When considering this vehicle	Visit the dealership. Test drive the vehicle.
Vehicle availability	3.
Vehicle styling	3.
Which of the following best describes the area you live in?	Suburban.
Price	3.
Vehicle performance	3.
Vehicle fuel economy	3.
Is this your first new vehicle ever purchased / leased?	No.

Vehicle Satisfaction Ratings

Vehicle Satisfaction Ratings	
Clarity of sound	3.
Location and usefulness of interior lighting	3.
Climate control operation (function and ease of use)	3.
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	3.
Ease of using system displays while driving	4.
Appearance of exterior paint	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Is there anything about your new vehicle you would like to see changed?	poor visibility to sides caused by large posts
Safety and visibility while driving	1.
Fuel economy and driving range	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Overall audio, entertainment, and navigation system impression	3.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Transmission gear change performance (smoothness)	3.
Steering and handling (responsiveness, stability)	3.
Engine exhaust sound	4.
What are your favorite parts of your new vehicle?	seating comfort
Exterior design and appearance (overall impression)	3.
Front view styling (front fascia, hood, grille, headlight area)	3.
Wheels, rims, and tires appearance and styling	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
How was your purchasing experience (the dealer/dealership)?	4.
Rear view styling (rear fascia, bumper)	3.
Navigation system route accuracy	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Ride quality	4.

Overview	
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Would you recommend this vehicle to family or friends?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Printed User Guide?	Yes.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	poor gas mileage,poor radio reception
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Was the trouble resolved to your satisfaction?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Vehicle Exterior. Transmission and Drivetrain.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	slow to shift and awkward to use
Front headlights/parking lights/fog lights/turn signal lights inoperative	
Please indicate which front lights were inoperative (check all that apply):	same no light to either front side during turn. Lincoln much better.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	when turn signal selected
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	U.S. Cellular.
Entertainment/Navigation System/Connectivity	Reception of radio not as good as other automobiles I owned,static near garage door open system and when under overhead electric wires
Automatic high-beam headlights broken/not working	
Please describe conditions when this trouble occurs:	do not have auto dim headlights for on -coming traffic on my 300 C
Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):	don't have
Shift between gears is rough/harsh under normal driving conditions	
Please describe conditions when this trouble occurs:	same
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	possibly all
Going into which gear/gears does the trouble occur? (check all that apply)	when slowing, he harsh downshift feels like I put my foot on the brakes, car very noticeably slows
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	same
What Can We Do Better?	
Feedback/Concerns:	see comments made.also no ride control or steering control as my Lincoln had
What has Chrysler done right?	produced a large well priced auto
Radio	
Radio	AM/FM/HD/Satellite radio channels have poor or no reception.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Lights	
Lights	Automatic high-beam headlights broken/not working. Front headlights/parking lights/fog lights/turn signal lights inopera ive.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate. Shift between gears is rough/harsh under normal driving conditions.
Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers make static or popping noises.
AM/FM/HD/Satellite radio channels have poor or no reception	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which frequency band has trouble (check all that apply):	same comments

Media	
Media	Radio.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	08/04/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6174410136
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K204461200
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	286268214	Report Version	2	Open Date	02/09/2015
Close Date	02/09/2015	Narrative Date	02/11/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born?

Please tell us about the vehicle you replaced (if applicable)

Vehicle availability

Vehicle styling

Please indicate your ethnicity

Primary vehicle you were considering:

Secondary vehicle you were considering:

Primary vehicle in your household:

Did you purchase or lease your vehicle?

When considering this vehicle

Which of the following best describes the area you live in?

Which, if any, influenced your purchase decision? (check all that apply):

Secondary vehicle in your household:

How many children 17 or under live in your household?

Ability to test drive

Vehicle quality

Vehicle fuel economy

Please indicate your occupation status.

Please indicate your gender

Convenience of dealership location

Dealership treatment

Please indicate your highest education level

Please indicate the primary driver's age.

What is your primary language?

Is this your first new vehicle ever purchased / leased?

2007.

Replaced Vehicle: Purchased New.

Charger.

Dodge.

3.

3.

Chevrolet.

Primary Considered Vehicle: New.

Impala.

2014.

LaCrosse.

2014.

Buick.

Secondary Considered Vehicle: Used.

LaCrosse.

Primary Household Vehicle: Purchased New.

2011.

Buick.

Purchase.

Research online.

Interact with dealership by phone.

Test drive the vehicle.

Visit the dealership.

Urban.

Value for the money.

Vehicle test drive.

Image that the vehicle portrays.

Manufacturer's website.

Dealer/Salesperson interaction.

Dealership information.

Price/Purchase Terms/Financing.

Yukon XL Denali.

2007.

Secondary Household Vehicle: Purchased Used.

GMC.

0.

1.

3.

3.

3.

3.

4.

4.

4 year college degree.

English.

No.

About You	
What price did you pay for your vehicle?	\$24K After Incetives
Financing options	1.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Trade-in allowance	2.
Price	3.
Vehicle performance	3.
Please indicate your occupation.	██████████.
What is your current marital status?	██████
What is your total household income (before taxes)?	More than \$200,000.

No Concerns	
Please explain further about your choice to recommend your vehicle:	Nice Ride Quality. Comfortable Cabin. Ease of Controls Use.
Information in the Smartphone Application is easy to find and access	4 (agree).
What have you used to view your DVD? (check all that apply)	Computer/laptop. Home DVD Player.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
DVD format is easy to understand and use	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissa isfied).
Printed User Guide format is easy to understand and use	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Drivers Door Window Gasket rolled out on delivery. Transmission Shifting Issue.

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Satisfaction Ratings	
Wheels, rims, and tires appearance and styling	2.
Headlight illumination/performance during night-time driving	3.
Seat adjustment and comfort	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Vehicle storage and space usage	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
What is your attitude overall towards your new car?	4.
Is there anything about your new vehicle you would like to see changed?	Add Home Link, Remote Start & A More Sporty Wheel Package Would Make it Perfect!
What are your favorite parts of your new vehicle?	Ride Quality, Styling and Interior Features.
Support for popular music/video formats	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.
Transmission gear change performance (smoothness)	2.

Vehicle Satisfaction Ratings	
Clarity of sound	3.
Integration with media players	3.
Steering wheel adjustment	3.
Ease of using system displays while driving	4.
Rear view styling (rear fascia, bumper)	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Appearance of exterior paint	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Fuel economy and driving range	4.
Ride quality	4.

Detail on High Rated Items	
<p>You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.</p> <p>We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.</p>	<p>Dealer Sales Staff Was Vantastic To Deal With. Very Knowledgeable and Made The Process Pleasurable.</p> <p>Interior Cabin Design and Quality.</p>

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Home Link and Remote Start Not Being Standard Features. Electronic Shifter Is Not User Friendly. Wheel Design Could Use An Update, and Be More Sporty.

What Can We Do Better?	
<p>Feedback/Concerns:</p> <p>What has Chrysler done right?</p>	<p>I Feel That The Base Model Should Be Equipped With Home Link and Remote Start. Adding These Two Features To This Model Would Set This Vehicle Well Above O her Mfg's Models and Position Chrysler Apart From Competition.</p> <p>Styling of This Vehicle Is Well Designed. There Must Have Been Significant Improvements To The Traction Control System, As This Vehicles Performance In Snow Is Greatly Improved Over My Previous Rear Wheel Drive Dodge/Chrysler.</p>

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG0DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	05/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1117310332
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K128363293
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	286654414	Report Version	2	Open Date	02/14/2015
Close Date	02/14/2015	Narrative Date	02/17/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Primary vehicle in your household:	Ford.
	Primary Household Vehicle: Purchased New.
	2014.
	Expedition EL.
Which of the following best describes the area you live in?	Suburban.
Secondary vehicle in your household:	2012.
	Ford.
	Explorer.
Please indicate your ethnicity	
What is your primary language?	English.
How many children 17 or under live in your household?	0.
Please indicate the primary driver's age.	
Please indicate your occupation status.	
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your gender	
Please indicate your occupation.	
Please indicate your highest education level	Trade / technical school.
What is your total household income (before taxes)?	\$150,000 - \$199,999.

Vehicle pulls noticeably to the left/right

What direction does the vehicle pull when driving?	Left.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Vehicle pull is:	Severe.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was:	Less than 10,000.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P).
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Steering wheel vibrates excessively while driving

Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
Steering wheel vibration trouble occurs during these speeds (check all that apply):	High speeds (46 MPH and above).
Vibration is:	Slight.
Steering wheel vibration trouble occurs during these road conditions (check all that apply):	All road conditions.
Approximate mileage when trouble was first noticed was:	10,000-19,999.

Vehicle Issues/Things Gone Wrong

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Transmission and Drivetrain.
Steering and Handling	
Steering and Handling	Vehicle pulls noticeably to the left/right. Steering wheel vibrates excessively while driving.
Overview	
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Vehicle Satisfaction Ratings	
Integration with phones	4.
Head/leg/foot room	4.
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Interior noise level while driving	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Is there anything about your new vehicle you would like to see changed?	Auto deployment of brake when crash is imminent
Steering and handling (responsiveness, stability)	4.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Rear view styling (rear fascia, bumper)	4.
Ease of getting into and out of vehicle	4.
How do you feel about the durability of your new vehicle?	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Engine sound	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Phone integration,. navigation, camera, safety brake tones
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Don't like the shifter, don't like that my dash squeaks on a rough road, don't like that my car pulls to the left pretty hard now and did not when new. I have about 24,000 miles on my car.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
What Can We Do Better?	
Feedback/Concerns:	I plan to take the car into the dealer to check the steering vibration and pulling to the left and the dash board squeaks. I already discussed the awkward shifting with your customer surveys when I first bought the car and they said nothing could be done with it. I have gotten out of the car several times thinking the car was in park and it was in neutral and began rolling down the hill. This could end up hurting someone and be a potential lawsuit liability for Chrysler. In future car designs it needs to positively stay in park for safety reasons when you place it there.
What has Chrysler done right?	Initially the car has been perfect. Its the first new car I ever bought that I never took back to the dealer for warranty work in the first 18 months of ownership. Hopefully they can fix the items that are giving me trouble now. I just have to find time to get my car to the dealer.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCA	KG9EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	05/05/2014		Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB		3.6L V6 24V VVT ENGINE				Serial#	6107411020
Transmission	DFL		8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K107463373
Color	PWD		IVORY TRI-COAT PEARL					

Report Number		System Key	286654087	Report Version	2	Open Date	02/13/2015
Close Date	02/13/2015	Narrative Date	02/17/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Please provide feedback on how Chrysler can improve the DVD	Cancel the DVD-provide a printed manual. A printed manual is much more convenient to use when you NEED IT.
Was there information needed that was not included in the DVD?	No.
Please provide feedback on how Chrysler can improve the Printed User Guide	The printed USER GUIDE is good-AS FAR AS IT GOES. There is a lot of on-board electronic equipment that needs a lot of elaboration. To get that information one must use the CD disc or BUY the SUPPLEMENTAL USER GUIDE. One cannot carry the USER CD DISC in the car, as extreme heat is likely to destroy the CD. We bought the Supplemental User Guide-which made us somewhat unhappy that we had to make such a purchase for what we believed ought to have come with the new vehicle.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Which feature or section of the Owner's Information DVD did you find most helpful and why?	All the information on the DVD is helpful.
Which feature or section of the Printed User Guide did you find least helpful and why?	On-Board electronics needs a lot more enhancement.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
What have you used to view your DVD? (check all that apply)	Mac Computer.
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Which feature or section of the Owner's Information DVD did you find least helpful and why?	No information is least helpful.
Was there information needed that was not included in the User Guide?	See above.
Which feature or section of the Printed User Guide did you find most helpful and why?	The Printed User Guide data is all helpful. The maintenance log is good-but could be better. PROVIDE A CERTIFIED MAINTENANCE LOG RECORD THAT REQUIRES THE DEALER TO STAMP IT AND DATE IT TO BE CERTAIN THAT PROPER MAINTENANCE HAS BEEN COMPLETED TIMELY. This may improve Chrysler RELIABILITY ratings.
DVD format is easy to understand and use	5 (strongly agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Welcome

Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Entertainment/Navigation System/Connectivity.
	Other.
	Vehicle Exterior.

Entertainment/Navigation System/Connectivity

Please choose your cell phone carrier	AT&T Mobile.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG0DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	01/23/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6005311257
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K348256401
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	287606225	Report Version	1	Open Date	02/25/2015
Close Date	02/25/2015	Narrative Date	02/26/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born? 0.

How many children 17 or under live in your household? Employed.

Please indicate your occupation status. 27-28 mpg.

What is your average miles per gallon (MPG) with your vehicle? 2013.

Please indicate the primary driver's age. Charger.

What is your current marital status? Dodge.

Primary vehicle in your household: Primary Household Vehicle: Purchased New.

2013.

Charger.

Dodge.

Secondary vehicle in your household: Secondary Household Vehicle: Purchased Used.

Wrangler.

2003.

Jeep.

Please indicate your ethnicity .

Please indicate your gender .

Please indicate your highest education level Graduate degree.

Please indicate your occupation.

What is your total household income (before taxes)? \$125,000 - \$149,999.

What is your primary language? English.

Did you purchase or lease your vehicle? Purchase.

Which of the following best describes the area you live in? Urban.

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you. after 2pm

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed? gear shift and acceleration

Engine performance during acceleration 2.

Interior noise level while driving 3.

Seat adjustment and comfort 4.

Safety and visibility while driving 4.

Transmission gear change performance (smoothness) 4.

Exterior design and appearance (overall impression) 5.

Side/profile view styling (driver's side or passenger's side exterior area) 5.

Headlight illumination/performance during night-time driving 5.

Interior comfort, design and appearance of interior (overall impression) 5.

Fuel economy and driving range 5.

Ride quality 5.

Overall audio, entertainment, and navigation system impression 4.

Location and usefulness of interior lighting 4.

Climate control operation (function and ease of use) 4.

What is your attitude overall towards your new car? 4.

Rear view styling (rear fascia, bumper) 5.

Head/leg/foot room 5.

What are your favorite parts of your new vehicle? gas mileage and look

Vehicle Satisfaction Ratings	
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Integration with phones	3.
Clarity of sound	4.
Integration with media players	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	4.
Support for popular music/video formats	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Steering and handling (responsiveness, stability)	5.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	gear shift and acceleration needs improvement

Overview	
Please explain further about your choice to recommend your vehicle:	If the gear shift has not been replaced with a better handling system I would not want anyone to have to fight putting the car in gear.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	No.

Trunk release broken/not working	
Please describe the trouble you experienced:	The back trunk button sometimes will not open the trunk. Have to open the trunk from the inside of car.
Please describe conditions when this trouble occurs:	Happens daily

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). Difficult to operate gear shift! Neutral (N). Difficult to operate gear shift!
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Additional Comments:	Gear shift requires the foot to be on the brake to change into D,N,R. The shifter is the worst I have ever operated. Would love to trade in for another type.
Please describe conditions when this trouble occurs:	daily
How often does this trouble occur?	Trouble occurs regularly.

Engine Power	
Engine power	Engine power is less than expected.

Brakes are excessively noisy	
What does the noise sound like?	Grind.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Rainy/wet road conditions.
What area of the vehicle is the brake noise coming from?	Cannot determine the location.
Approximate mileage when trouble was first noticed was:	20,000-29,999.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	Usually when I am pulling out of a parking lot
Trouble with brakes occurs during this type of braking (check all that apply):	Happens when brakes are wet
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
How often does this trouble occur?	Trouble occurs intermittently.

Engine power is less than expected	
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	The delay in acceleration is very noticeable when pulling into traffic or passing a vehicle.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Trouble occurs while vehicle is (check all that apply):	Car takes too long to accelerate when passing cars difficult to pass cars or accelerate into traffic because of slow acceleration
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Slips/will not engage gear properly/shifts erratically	
Going into which gear/gears does the trouble occur? (check all that apply):	Gear shift is difficult to operate. Does not go into gear properly Gear shift is difficult to operate
Are you using your vehicle for towing when the problem occurs?	No.
Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Gear selector is difficult to operate (auto. trans.).
Trunk release	
Trunk release	Trunk release broken/not working.
Welcome	
Please tell us how many miles are currently on your vehicle:	30,000-39,999.
Are you the primary driver of this vehicle?	Yes.
What Can We Do Better?	
Feedback/Concerns:	The acceleration with this car is a little disappointing and the gear shift is horrible.
What has Chrysler done right?	The look of the car is beautiful and the ride is great. Love the gas mileage.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain. Brake System. Features/Controls/Displays.
Brake Noise	
Brake Noise	Brakes are excessively noisy.
Features and Controls	
Features and Controls	Trunk release.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	08/04/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6174410136
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K204461200
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	286268214	Report Version	5	Open Date	02/09/2015
Close Date	02/09/2015	Narrative Date	02/16/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

Home Link and Remote Start Not Being Standard Features. Electronic Shifter Is Not User Friendly. Wheel Design Could Use An Update, and Be More Sporty.

About You

What year were you born?

Please tell us about the vehicle you replaced (if applicable)

Vehicle availability

Vehicle styling

Please indicate your highest education level

Please indicate the primary driver's age.

Secondary vehicle you were considering:

Primary vehicle in your household:

What is your primary language?

Secondary vehicle in your household:

What price did you pay for your vehicle?

Financing options

What is your average miles per gallon (MPG) with your vehicle?

Trade-in allowance

Primary vehicle you were considering:

Price

Vehicle performance

Which, if any, influenced your purchase decision? (check all that apply):

Please indicate your occupation.

When considering this vehicle

What is your current marital status?

What is your total household income (before taxes)?

Please indicate your ethnicity

Did you purchase or lease your vehicle?

Which of the following best describes the area you live in?

How many children 17 or under live in your household?

Ability to test drive

2007.
Charger.
Dodge.
3.
3.
4 year college degree.
Buick.
Secondary Considered Vehicle: Used.
LaCrosse.
2014.
Buick.
LaCrosse.
Primary Household Vehicle: Purchased New.
English.
Yukon XL Denali.
GMC.
2007.
Secondary Household Vehicle: Purchased Used.
\$24K After Incentives
1.
19-20 mpg.
2.
2014.
Chevrolet.
Primary Considered Vehicle: New.
3.
3.
Dealer/Salesperson interaction.
Dealership information.
Price/Purchase Terms/Financing.
Value for the money.
Vehicle test drive.
Image that the vehicle portrays.
Executive / Managerial.
Interact with dealership by phone.
Test drive the vehicle.
Research online.
More than \$200,000.
.
Purchase.
Urban.
0.
1.

About You

Vehicle quality	3.
Vehicle fuel economy	3.
Please indicate your occupation status.	██████.
Please indicate your gender	████

No Concerns

Please explain further about your choice to recommend your vehicle:	Nice Ride Quality. Comfortable Cabin. Ease of Controls Use.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Printed User Guide format is easy to understand and use	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Drivers Door Window Gasket rolled out on delivery. Transmission Shifting Issue.
Information in the Smartphone Application is easy to find and access	4 (agree).
What have you used to view your DVD? (check all that apply)	Computer/laptop. Home DVD Player.
DVD format is easy to understand and use	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

Welcome

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Satisfaction Ratings

Wheels, rims, and tires appearance and styling	2.
Headlight illumination/performance during night-time driving	3.
Seat adjustment and comfort	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Vehicle storage and space usage	4.
Climate control operation (function and ease of use)	4.
Rear view styling (rear fascia, bumper)	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Appearance of exterior paint	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Fuel economy and driving range	4.
Ride quality	4.
Brake responsiveness/effort	4.
What is your attitude overall towards your new car?	4.
Is there anything about your new vehicle you would like to see changed?	Add Home Link, Remote Start & A More Sporty Wheel Package Would Make it Perfect!
What are your favorite parts of your new vehicle?	Ride Quality, Styling and Interior Features.
Support for popular music/video formats	3.

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.

What Can We Do Better?	
What has Chrysler done right?	Styling of This Vehicle Is Well Designed. There Must Have Been Significant Improvements To The Traction Control System, As This Vehicles Performance In Snow Is Greatly Improved Over My Previous Rear Wheel Drive Dodge/Chrysler.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Dealer Sales Staff Was Vantastic To Deal With. Very Knowledgeable and Made The Process Pleasurable.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Interior Cabin Design and Quality.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAJG0DH	Model Year	2013	Body	LXFT48	CHRYSLER 300 VARVATOS LUX ED FOUR DOOR	
Built Date	02/01/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6015321599
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M352207292
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	286329862	Report Version	5	Open Date	02/10/2015
Close Date	02/10/2015	Narrative Date	02/17/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	3,000-4,999.

Overview

Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Would you recommend this vehicle to family or friends?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Was the trouble resolved to your satisfaction?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	poor gas mileage, poor radio reception
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.

Radio

Radio	AM/FM/HD/Satellite radio channels have poor or no reception.
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Automatic high-beam headlights broken/not working

Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):	don't have
Please describe conditions when this trouble occurs:	do not have auto dim headlights for on-coming traffic on my 300 C

About You

Please indicate your highest education level	Graduate degree.
Please indicate your gender	
What is your current marital status?	.
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing. Vehicle test drive. Consumer Reports ratings. Dealership information.
Please indicate your occupation status.	Retired.
When considering this vehicle	Visit the dealership. Test drive the vehicle.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Ability to test drive	3.
Vehicle quality	3.
Convenience of dealership location	3.
Financing options	3.
Trade-in allowance	4.

About You	
Dealership treatment	4.
Primary vehicle you were considering:	LeSabre.
	Buick.
Please tell us about the vehicle you replaced (if applicable)	Lincoln.
	Replaced Vehicle: Purchased New.
	Continental.
Did you purchase or lease your vehicle?	Purchase.
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Suburban.
Vehicle availability	3.
Vehicle styling	3.
Price	3.
Vehicle performance	3.
Vehicle fuel economy	3.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.
	Entertainment/Navigation System/Connectivity.
	Vehicle Exterior.

Speakers make static or popping noises	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	sane comments
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Trouble with speaker occurs:	In certain/specific geographical locations, including buildings, power plants, etc. (please describe in detail below).
Please indicate which media sources were being played (check all that apply):	same comment

Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	same
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	possibly all
Going into which gear/gears does the trouble occur? (check all that apply)	when slowing, he harsh downshift feels like I put my foot on the brakes, car very noticeably slows
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	same

Vehicle Satisfaction Ratings	
Safety and visibility while driving	1.
Fuel economy and driving range	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Overall audio, entertainment, and navigation system impression	3.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Transmission gear change performance (smoothness)	3.
Steering and handling (responsiveness, stability)	3.
Engine exhaust sound	4.
Is there anything about your new vehicle you would like to see changed?	poor visibility to sides caused by large posts
Clarity of sound	3.
Location and usefulness of interior lighting	3.
Climate control operation (function and ease of use)	3.
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	3.
Ease of using system displays while driving	4.
Appearance of exterior paint	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
How was your purchasing experience (the dealer/dealership)?	4.

Vehicle Satisfaction Ratings	
What are your favorite parts of your new vehicle?	seating comfort
Exterior design and appearance (overall impression)	3.
Front view styling (front fascia, hood, grille, headlight area)	3.
Wheels, rims, and tires appearance and styling	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Rear view styling (rear fascia, bumper)	3.
Navigation system route accuracy	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Ride quality	4.

Shifting paddles/buttons difficult to operate	
Going into which gear is the shifting paddle/button difficult to operate? (check all the apply):	operates when not wanted by unintentional motion of hand
Additional Comments:	paddles are in bad place
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Why is the shifting paddle/button difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.

What Can We Do Better?	
Feedback/Concerns:	see comments made.also no ride control or steering control as my Lincoln had
What has Chrysler done right?	produced a large well priced auto

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	slow to shift and awkward to use
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Front headlights/parking lights/fog lights/turn signal lights inoperative	
Please indicate which front lights were inoperative (check all that apply):	same no light to either front side during turn. Lincoln much better.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	when turn signal selected
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	U.S. Cellular.
Entertainment/Navigation System/Connectivity	Reception of radio not as good as other automobiles I owned,static near garage door open system and when under overhead electric wires

AM/FM/HD/Satellite radio channels have poor or no reception	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which frequency band has trouble (check all that apply):	same comments

Media	
Media	Radio.

Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.

Lights	
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Lights	
Lights	Automatic high-beam headlights broken/not working. Front headlights/parking lights/fog lights/turn signal lights inoperative.
Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers make static or popping noises.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG9EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	05/05/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6107411020
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K107463373
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	286654087	Report Version	7	Open Date	02/13/2015
Close Date	02/13/2015	Narrative Date	02/25/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Which feature or section of the Owner's Information DVD did you find most helpful and why?	All the information on the DVD is helpful.
Which feature or section of the Printed User Guide did you find least helpful and why?	On-Board electronics needs a lot more enhancement.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
What have you used to view your DVD? (check all that apply)	Mac Computer.
Please provide feedback on how Chrysler can improve the DVD	Cancel the DVD-provide a printed manual. A printed manual is much more convenient to use when you NEED IT.
Was there information needed that was not included in the DVD?	No.
Please provide feedback on how Chrysler can improve the Printed User Guide	The printed USER GUIDE is good-AS FAR AS IT GOES. There is a lot of on-board electronic equipment that needs a lot of elaboration. To get that information one must use the CD disc or BUY the SUPPLEMENTAL USER GUIDE. One cannot carry the USER CD DISC in the car, as extreme heat is likely to destroy the CD. We bought the Supplemental User Guide-which made us somewhat unhappy that we had to make such a purchase for what we believed ought to have come with the new vehicle.
Which feature or section of the Owner's Information DVD did you find least helpful and why?	No information is least helpful.
Was there information needed that was not included in the User Guide?	See above.
Which feature or section of the Printed User Guide did you find most helpful and why?	The Printed User Guide data is all helpful. The maintenance log is good-but could be better. PROVIDE A CERTIFIED MAINTENANCE LOG RECORD THAT REQUIRES THE DEALER TO STAMP IT AND DATE IT TO BE CERTAIN THAT PROPER MAINTENANCE HAS BEEN COMPLETED TIMELY. This may improve Chrysler RELIABILITY ratings.
DVD format is easy to understand and use	5 (strongly agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Entertainment/Navigation System/Connectivity.
	Other.
	Vehicle Exterior.

Welcome

Are you the primary driver of this vehicle?	No.
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Entertainment/Navigation System/Connectivity

Please choose your cell phone carrier	AT&T Mobile.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG0DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	05/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1117310332
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K128363293
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	286654414	Report Version	7	Open Date	02/14/2015
Close Date	02/14/2015	Narrative Date	02/25/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

How many children 17 or under live in your household?	0.
Please indicate the primary driver's age.	
Please indicate your occupation status.	
Secondary vehicle in your household:	Ford.
	2012.
	Explorer.
Primary vehicle in your household:	2014.
	Expedition EL.
	Ford.
	Primary Household Vehicle: Purchased New.
Please indicate your ethnicity	
What is your primary language?	English.
Which of the following best describes the area you live in?	Suburban.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Did you purchase or lease your vehicle?	Purchase.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Please indicate your gender	
Please indicate your occupation.	.
Please indicate your highest education level	Trade / technical school.

Steering wheel vibrates excessively while driving

To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
Steering wheel vibration trouble occurs during these speeds (check all that apply):	High speeds (46 MPH and above).
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Vibration is:	Slight.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Steering wheel vibration trouble occurs during these road conditions (check all that apply):	All road conditions.

Welcome

Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Satisfaction Ratings

Interior noise level while driving	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Steering and handling (responsiveness, stability)	4.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.

Vehicle Satisfaction Ratings	
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	Auto deployment of brake when crash is imminent
Integration with phones	4.
Head/leg/foot room	4.
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Rear view styling (rear fascia, bumper)	4.
Ease of getting into and out of vehicle	4.
How do you feel about the durability of your new vehicle?	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Engine sound	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	Phone integration,. navigation, camera, safety brake tones
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

Vehicle pulls noticeably to the left/right	
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
What direction does the vehicle pull when driving?	Left.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Vehicle pull is:	Severe.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P).
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Would you recommend this vehicle to family or friends?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Don't like the shifter, don't like that my dash squeaks on a rough road, don't like that my car pulls to the left pretty hard now and did not when new. I have about 24,000 miles on my car.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Transmission and Drivetrain.

Steering and Handling	
Steering and Handling	Vehicle pulls noticeably to the left/right. Steering wheel vibrates excessively while driving.

Automatic Transmission	
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Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
What Can We Do Better?	
Feedback/Concerns:	I plan to take the car into the dealer to check the steering vibration and pulling to the left and the dash board squeaks. I already discussed the awkward shifting with your customer surveys when I first bought the car and they said nothing could be done with it. I have gotten out of the car several times thinking the car was in park and it was in neutral and began rolling down the hill. This could end up hurting someone and be a potential lawsuit liability for Chrysler. In future car designs it needs to positively stay in park for safety reasons when you place it there.
What has Chrysler done right?	Initially the car has been perfect. Its the first new car I ever bought that I never took back to the dealer for warranty work in the first 18 months of ownership. Hopefully they can fix the items that are giving me trouble now. I just have to find time to get my car to the dealer.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG0DH6	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	01/23/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6005311257
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K348256401
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	287606225	Report Version	2	Open Date	02/25/2015
Close Date	02/25/2015	Narrative Date	02/27/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	daily
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	Neutral (N). Difficult to operate gear shift! Drive (D). Difficult to operate gear shift!
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Additional Comments:	Gear shift requires the foot to be on the break to change into D,N,R. The shifter is the worst I have ever operated. Would love to trade in for another type.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

About You

What is your total household income (before taxes)?	\$125,000 - \$149,999.
Primary vehicle in your household:	Dodge. 2013. Charger. Primary Household Vehicle: Purchased New.
What is your primary language?	English.
Secondary vehicle in your household:	Jeep. 2003. Secondary Household Vehicle: Purchased Used. Wrangler.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Urban.
Please indicate your occupation.	
Please indicate your gender	
Please indicate your highest education level	Graduate degree.
What year were you born?	
How many children 17 or under live in your household?	0.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Please indicate the primary driver's age.	
Please indicate your occupation status.	Employed.
Please indicate your ethnicity	n.
What is your current marital status?	

Brakes are excessively noisy

To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	20,000-29,999.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	Usually when I am pulling out of a parking lot
Trouble with brakes occurs during this type of braking (check all that apply):	Happens when breaks are wet
What area of the vehicle is the brake noise coming from?	Cannot determine the location.
What does the noise sound like?	Grind.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Rainy/wet road conditions.

Slips/will not engage gear properly/shifts erratically

Going into which gear/gears does the trouble occur? (check all that apply):	Gear shift is difficult to operate Gear shift is difficult to operate. Does not go into gear properly
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Slips/will not engage gear properly/shifts erratically	
Are you using your vehicle for towing when the problem occurs?	No.

Vehicle Satisfaction Ratings	
Ease of using system displays while driving	4.
Support for popular music/video formats	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Steering and handling (responsiveness, stability)	5.
What are your favorite parts of your new vehicle?	gas mileage and look
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Integration with phones	3.
Clarity of sound	4.
Integration with media players	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	gear shift and acceleration
Engine performance during acceleration	2.
Interior noise level while driving	3.
Seat adjustment and comfort	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Fuel economy and driving range	5.
Ride quality	5.
Overall audio, entertainment, and navigation system impression	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.

Engine power is less than expected	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Additional Comments:	The delay in acceleration is very noticeable when pulling into traffic or passing a vehicle.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Trouble occurs while vehicle is (check all that apply):	Car takes too long to accelerate when passing cars difficult to pass cars or accelerate into traffic because of slow acceleration
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Brake System. Features/Controls/Displays. Transmission and Drivetrain. Engine.

Brake Noise	
Brake Noise	Brakes are excessively noisy.

Automatic Transmission	
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Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Slips/will not engage gear properly/shifts erratically.

Overview	
Would you recommend this vehicle to family or friends?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please explain further about your choice to recommend your vehicle:	If the gear shift has not been replaced with a better handling system I would not want anyone to have to fight putting the car in gear.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

Features and Controls	
Features and Controls	Trunk release.

What Can We Do Better?	
What has Chrysler done right?	The look of the car is beautiful and the ride is great. Love the gas mileage.
Feedback/Concerns:	The acceleration with this car is a little disappointing and the gear shift is horrible.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	30,000-39,999.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
	after 2pm

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	gear shift and acceleration needs improvement

Trunk release broken/not working	
Please describe the trouble you experienced:	The back trunk button sometimes will not open the trunk. Have to open the trunk from the inside of car.
Please describe conditions when this trouble occurs:	Happens daily

Engine Power	
Engine power	Engine power is less than expected.

Trunk release	
Trunk release	Trunk release broken/not working.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG4E[REDACTED]	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	08/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1200310687
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K208361581
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number	[REDACTED]	System Key	287808229	Report Version	2	Open Date	03/01/2015
Close Date	03/01/2015	Narrative Date	03/03/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Engine does not idle properly: idles rough, too low, or too high

Additional Comments:	Mentioned to service manager he said transmission looking for a gear but it does this when giving gas pulling away from a stop position
How often does this trouble occur?	Trouble occurs regularly.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please describe conditions when this trouble occurs:	Engine has surge miss like a coil is breaking down
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Shift between gears is rough/harsh under normal driving conditions

Please describe conditions when this trouble occurs:	Normal driving
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. 2nd Gear. 4th Gear.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	City driving/stop-and-go traffic. Normal acceleration.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Welcome

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Gear selector is difficult to operate (auto. trans.)

To the best of your recollection, the trouble was first noticed:	At delivery.
Please describe conditions when this trouble occurs:	difficult to shift into park. wants to stop and stay in neutral even with pressure applied to selector
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P).

Hesitation or delay when shifting between gears

Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 3rd Gear. 4th Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.

Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG4E[REDACTED]	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	08/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1200310687
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K208361581
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number	[REDACTED]	System Key	287808229	Report Version	6	Open Date	03/01/2015
Close Date	03/01/2015	Narrative Date	03/05/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Hesitation or delay when shifting between gears

Going into which gear/gears does the trouble occur? (check all that apply)	<input type="checkbox"/> 2nd Gear. <input type="checkbox"/> 3rd Gear. <input type="checkbox"/> 4th Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	<input type="checkbox"/> Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. <input type="checkbox"/> Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. <input type="checkbox"/> Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. <input type="checkbox"/> Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.
Approximate mileage when trouble was first noticed was:	<input type="checkbox"/> 0 - 1499 miles.
How often does this trouble occur?	<input type="checkbox"/> Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	<input type="checkbox"/> At delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	<input type="checkbox"/> Normal acceleration.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	<input type="checkbox"/> Engine. <input type="checkbox"/> Transmission and Drivetrain.
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Engine Idling (rough, too low/high)

Engine Idling (rough, too low/high)	<input type="checkbox"/> Engine does not idle properly: idles rough, too low, or too high.
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Automatic Transmission

Automatic Transmission	<input type="checkbox"/> Hesitation or delay when shifting between gears. <input type="checkbox"/> Shift between gears is rough/harsh under normal driving conditions. <input type="checkbox"/> Gear selector is difficult to operate (auto. trans.).
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Shift between gears is rough/harsh under normal driving conditions

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	<input type="checkbox"/> Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. <input type="checkbox"/> Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. <input type="checkbox"/> Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. <input type="checkbox"/> Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	<input type="checkbox"/> Trouble occurs regularly.
Please describe conditions when this trouble occurs:	<input type="checkbox"/> Normal driving
Going into which gear/gears does the trouble occur? (check all that apply)	<input type="checkbox"/> 3rd Gear. <input type="checkbox"/> 2nd Gear. <input type="checkbox"/> 4th Gear.
To the best of your recollection, the trouble was first noticed:	<input type="checkbox"/> At delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	<input type="checkbox"/> City driving/stop-and-go traffic. <input type="checkbox"/> Normal acceleration.
Approximate mileage when trouble was first noticed was:	<input type="checkbox"/> 0 - 1499 miles.

Engine does not idle properly: idles rough, too low, or too high

What type of fuel do you most often put into your vehicle?	<input type="checkbox"/> Regular gasoline.
Additional Comments:	<input type="checkbox"/> Mentioned to service manager he said transmission looking for a gear but it does this when giving gas pulling away from a stop position

Engine does not idle properly: idles rough, too low, or too high**How often does this trouble occur?**

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

At delivery.

Please describe conditions when this trouble occurs:

Engine has surge miss like a coil is breaking down

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Welcome**Are you the primary driver of this vehicle?**

Yes.

Please tell us how many miles are currently on your vehicle:

1,000-2,999.

Gear selector is difficult to operate (auto. trans.)**To the best of your recollection, the trouble was first noticed:**

At delivery.

Please describe conditions when this trouble occurs:

difficult to shift into park. wants to stop and stay in neutral even with pressure applied to selector

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Going into which position is the gear selector difficult to operate? (check all that apply):

Park (P).

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG0DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	01/23/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6005311257
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K348256401
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	287606225	Report Version	5	Open Date	02/25/2015
Close Date	02/25/2015	Narrative Date	03/04/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	gas mileage and look
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Integration with phones	3.
Clarity of sound	4.
Integration with media players	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overall audio, entertainment, and navigation system impression	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Ease of using system displays while driving	4.
Support for popular music/video formats	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Steering and handling (responsiveness, stability)	5.
Is there anything about your new vehicle you would like to see changed?	gear shift and acceleration
Engine performance during acceleration	2.
Interior noise level while driving	3.
Seat adjustment and comfort	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Fuel economy and driving range	5.
Ride quality	5.

Engine power is less than expected

Additional Comments:	The delay in acceleration is very noticeable when pulling into traffic or passing a vehicle.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Trouble occurs while vehicle is (check all that apply):	Car takes too long to accelerate when passing cars difficult to pass cars or accelerate into traffic because of slow acceleration
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
What type of fuel do you most often put into your vehicle?	Plus gasoline.

What Can We Do Better?	
What has Chrysler done right?	The look of the car is beautiful and the ride is great. Love the gas mileage.
Feedback/Concerns:	The acceleration with this car is a little disappointing and the gear shift is horrible.
Brakes are excessively noisy	
Approximate mileage when trouble was first noticed was:	20,000-29,999.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	Usually when I am pulling out of a parking lot
Trouble with brakes occurs during this type of braking (check all that apply):	Happens when breaks are wet
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
What does the noise sound like?	Grind.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Rainy/wet road conditions.
What area of the vehicle is the brake noise coming from?	Cannot determine the location.
About You	
Primary vehicle in your household:	2013. Charger. Primary Household Vehicle: Purchased New. Dodge.
Please indicate your gender	██████.
Please indicate your highest education level	Graduate degree.
Please indicate your occupation.	██████████.
Secondary vehicle in your household:	2003. Secondary Household Vehicle: Purchased Used. Wrangler. Jeep.
Please indicate your ethnicity	██████.
What is your current marital status?	██████.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Urban.
What is your total household income (before taxes)?	\$125,000 - \$149,999.
What is your primary language?	English.
Please indicate your occupation status.	██████████
What year were you born?	████
How many children 17 or under live in your household?	0.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Please indicate the primary driver's age.	██████
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain. Brake System. Features/Controls/Displays.
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Neutral (N). Difficult to operate gear shift! Difficult to operate gear shift! Drive (D).
Additional Comments:	Gear shift requires the foot to be on the break to change into D,N,R. The shifter is the worst I have ever operated. Would love to trade in for another type.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	daily
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Slips/will not engage gear properly/shifts erratically	
Are you using your vehicle for towing when the problem occurs?	No.
Going into which gear/gears does the trouble occur? (check all that apply):	Gear shift is difficult to operate Gear shift is difficult to operate. Does not go into gear properly
Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.

Overview

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	If the gear shift has not been replaced with a better handling system I would not want anyone to have to fight putting the car in gear.

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	30,000-39,999.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	after 2pm

Trunk release broken/not working

Please describe conditions when this trouble occurs:	Happens daily
Please describe the trouble you experienced:	The back trunk button sometimes will not open the trunk. Have to open the trunk from the inside of car.

Features and Controls

Features and Controls	Trunk release.
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Brake Noise

Brake Noise	Brakes are excessively noisy.
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Automatic Transmission

Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Slips/will not engage gear properly/shifts erratically.
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Engine Power

Engine power	Engine power is less than expected.
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Trunk release

Trunk release	Trunk release broken/not working.
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Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	gear shift and acceleration needs improvement
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG4EH1	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	08/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1200310687
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K208361581
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	287808229	Report Version	7	Open Date	03/01/2015
Close Date	03/01/2015	Narrative Date	03/06/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P).
Please describe conditions when this trouble occurs:	difficult to shift into park. wants to stop and stay in neutral even with pressure applied to selector
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.

Hesitation or delay when shifting between gears

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 3rd Gear. 4th Gear.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Shift between gears is rough/harsh under normal driving conditions

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.
Approximate mileage when trouble was first noticed was:	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. 0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 4th Gear. 3rd Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. City driving/stop-and-go traffic.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Normal driving
To the best of your recollection, the trouble was first noticed:	At delivery.

Engine does not idle properly: idles rough, too low, or too high

Please describe conditions when this trouble occurs:	Engine has surge miss like a coil is breaking down
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed:	At delivery.
Additional Comments:	Mentioned to service manager he said transmission looking for a gear but it does this when giving gas pulling away from a stop position
How often does this trouble occur?	Trouble occurs regularly.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.
Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG4E	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	05/26/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6129420193
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K130461516
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	288527021	Report Version	3	Open Date	02/27/2015
Close Date	03/10/2015	Narrative Date	03/13/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.

Overview	
Have you requested a paper version of the owner manual?	Yes (please specify why).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	Not covered by owner's manual.

Seat material concerns	
Please indicate which seat has trouble with its material (check all that apply):	Don't like the vented seat material. Would rather have regular lea her. Concerned about how it will wear also.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats.

Seat Material	
Seat Material	Seat material concerns.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG0EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	11/26/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6294411005
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K327461228
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	288741131	Report Version	1	Open Date	03/13/2015
Close Date	03/13/2015	Narrative Date	03/16/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Please tell us about the vehicle you replaced (if applicable)

Infiniti.
I30.
Replaced Vehicle: Purchased Used.
2001.

When considering this vehicle

Interact with dealership by phone.
Research online.
Test drive the vehicle.
Visit the dealership.

Please indicate your gender

What is your current marital status?

Primary vehicle in your household:

Mercedes-Benz.
2012.
C-Class.
Primary Household Vehicle: Purchased Used.

Ability to test drive

Vehicle performance

Please indicate your ethnicity

How may children 17 or under live in your household?

Primary vehicle you were considering:

2014.
300.
Chrysler.
Primary Considered Vehicle: New.

What is your average miles per gallon (MPG) with your vehicle?

Vehicle availability

Please indicate the primary driver's age.

Price

What price did you pay for your vehicle?

Trade-in allowance

Which, if any, influenced your purchase decision? (check all that apply):

Dealer/Salesperson interaction.
Dealership information.
Price/Purchase Terms/Financing.
Vehicle test drive.
Advertisements.
Features/Capabilities.
Image that the vehicle portrays.
Internet research.
Lifestyle.
Value for the money.

Secondary vehicle you were considering:

Malibu.
2014.
Chevrolet.
Secondary Considered Vehicle: New.

Please indicate your occupation status.

What is your primary language?

Did you purchase or lease your vehicle?

Is this your first new vehicle ever purchased / leased?

Dealership treatment

Vehicle styling

Please indicate your highest education level

Employed.
English.
Lease.
No.
4.
4.
4 year college degree.

About You	
Vehicle quality	5.
What year were you born?	1 [REDACTED]
Convenience of dealership location	3.
Please indicate your occupation.	Police, Postal, Fire.
Vehicle fuel economy	3.
Financing options	4.
Which of the following best describes the area you live in?	Suburban.
Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Owner's Information DVD?	Yes.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Printed User Guide covers the necessary features	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
What have you used to view your DVD? (check all that apply)	Vehicle DVD Player.
Did you review the Printed User Guide?	Yes.
Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. City driving/stop-and-go traffic. Hard acceleration.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. 2nd Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Other. Vehicle Exterior.
Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Going into which position is the gear selector difficult to operate? (check all that apply):	When shifting toward park, it stays on reverse, when believed to be in park. Not efficient, but corrected with dial shifter in the 2015 model.
How often does this trouble occur?	Trouble occurs regularly.
Vehicle Satisfaction Ratings	

Vehicle Satisfaction Ratings	
Engine performance during acceleration	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Safety and visibility while driving	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Clarity of sound	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Fuel economy and driving range	3.
Ease of using system displays while driving	4.
Engine exhaust sound	4.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
Is there anything about your new vehicle you would like to see changed?	Gear selector and wipers
Transmission gear change performance (smoothness)	3.
Engine sound	4.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears.
	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG0EH	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	10/05/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1228310319
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K249363456
Color	PX8	GLOSS BLACK					

Report Number		System Key	288741297	Report Version	1	Open Date	03/13/2015
Close Date	03/13/2015	Narrative Date	03/16/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

No Concerns

Please explain further about your choice to recommend your vehicle:	I s ill have my very first Chrysler from the year the major design changed which influenced the entire auto industry.Please remain with this very classic design! I drove the first car for nine years and plan to keep it forever! It made a major impact on the history of design with automobiles.However, I have now moved ahead and stopped by the dealer for three different lessons in reference to the electronics. They were VERY COOPERATIVE and I am making progress! Thank you Chrysler!!!
Which feature or section of the Printed User Guide did you find most helpful and why?	Interior controls
Did you review the Printed User Guide?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
Printed User Guide covers the necessary features	4 (agree).

Detail on High Rated Items

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	One comment...My interior is entirely black which I have found on occasion to create a bit of a problem to find the buttons to open the garage door and front gate of the property at night. Perhaps a low intensity light could provide a background for this at night since it is above the sight line for driving.
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About You

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	The cost of all repairs FOREVER!!!
Financing options	1.
Secondary vehicle in your household:	2014. Secondary Household Vehicle: Purchased New. Chrysler. 300.
Secondary vehicle you were considering:	BMW. Secondary Considered Vehicle: New.
Primary vehicle in your household:	Chrysler. Primary Household Vehicle: Purchased Used. 300. 2005.
Which, if any, influenced your purchase decision? (check all that apply):	Dealer/Salesperson interaction. Previous experience with the vehicle/brand. Features/Capabilities. Owner still of the first model placed on the market! The design!! Price/Purchase Terms/Financing. Value for the money.

About You

	Image that the vehicle portrays.
	Lifestyle.
Primary vehicle you were considering:	Mercedes-Benz.
	SLS-Class.
	Primary Considered Vehicle: New.
	2014.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New.
	2005.
	300.
	Chrysler.
What year were you born?	██████
What is your primary language?	English
Is this your first new vehicle ever purchased / leased?	No.
Please indicate your occupation.	████████████████████
Did you purchase or lease your vehicle?	Purchase.
When considering this vehicle	Research online.
Which of the following best describes the area you live in?	Urban.
Vehicle availability	1.
Trade-in allowance	1.
Dealership treatment	1.
Vehicle styling	1.
How many children 17 or under live in your household?	0.
Price	1.
Vehicle performance	1.
Please indicate your gender	██████
What is your total household income (before taxes)?	More than \$200,000.
Vehicle fuel economy	1.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Convenience of dealership location	5.
Please indicate your occupation status.	██████
Please indicate the primary driver's age.	██████
Please indicate your ethnicity	████████
Please indicate your highest education level	Graduate degree.
What is your current marital status?	██████
What price did you pay for your vehicle?	????? Gift from my husband!
Ability to test drive	1.
Vehicle quality	1.

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of using system displays while driving	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Brake responsiveness/effort	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	The comfort and ease for operation of the vehicle.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Transmission gear change performance (smoothness)	3.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Is there anything about your new vehicle you would like to see changed?	When shifting gears, the slight movement from one gear to the next has caused me to be in reverse at times when I thought it was in park. There is so little movement from one to the next that this has been frightening at times. I am very accustomed

Vehicle Satisfaction Ratings

	to driving my very first edition of the vehicle. I realize that with time I shall make he adjustment...in the mean ime it is of concern not to create an accident.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Fuel economy and driving range	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Clarity of sound	5.
Integration with media players	5.
Navigation system route accuracy	5.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

What Can We Do Better?

What has Chrysler done right? EVERYTHING!!!
Feedback/Concerns: Perhaps provide a class for a retired person such as myself to learn more about the electronic world we live in? lol

Welcome

Are you the primary driver of this vehicle? Yes.
Please tell us how many miles are currently on your vehicle: 0-999.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight No Concerns.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG4DH6	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	12/04/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6328210499
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K303243161
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	289724942	Report Version	1	Open Date	03/25/2015
Close Date	03/25/2015	Narrative Date	03/26/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	any time you use it. Tap for reverse and it goes into drive, hit twice and it may go into reverse. Takes a while before it goes into park, car will roll until it does
Additional Comments:	I have owned over 40 Chrysler products, pushbutton, floor, column and stick shifts and this has to be the worst setup
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Terrible setup, you never know what gear it is going into when you hit the shifter. If you are in a hurry it will go into the wrong gear, BAD, BAD setup. Love the car hate the shifter
To the best of your recollection, the trouble was first noticed:	Poor setup you have to hit the shifter multiple times to get it to go into reverse
Approximate mileage when trouble was first noticed was:	9-12 months into ownership.
How often does this trouble occur?	Less than 10,000.
	Trouble occurs regularly.

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	shifter sucks!
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	By now you know I HATE THE SHIFTER, but love the car. If you back out an a car is coming and you are in a hurry, it is almost impossible to get it in the correct gear, everything has to be slow and adjusted several times.

About You

How many children 17 or under live in your household?	0.
Secondary vehicle in your household:	Cherokee 4WD.
	Jeep.
	Secondary Household Vehicle: Purchased New.
Primary vehicle in your household:	2013.
	Charger.
	Dodge.
	Primary Household Vehicle: Purchased New.
Please indicate your ethnicity	
Please indicate your occupation status.	
Please indicate your gender	
What is your current marital status?	
Which of the following best describes the area you live in?	Rural.
Please indicate your highest education level	Trade / technical school.
Please indicate the primary driver's age.	
What is your average miles per gallon (MPG) with your vehicle?	31-33 mpg.
What is your primary language?	English.
Please indicate your occupation.	
Did you purchase or lease your vehicle?	Purchase.

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Integration with media players	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.

Vehicle Satisfaction Ratings	
Fuel economy and driving range	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	mpg, power, comfort
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Clarity of sound	4.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	gear shifter, hate it
What is your attitude overall towards your new car?	4.
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Exterior Components	
Vehicle Exterior Components	Wiper blades - front.

Detail on High Rated Items	
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Fast and smooth
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I drive 40 miles to work mostly country with some city and about 10 highway. When it is warm out I can get 32 mpg avg on a tank, winter about 28mpg
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	maintains control on wet and snowy roads

Wiper blades - front	
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
Where did you take your vehicle to have the component replaced?	Repaired/replaced myself.

Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.

Air filter	
When was the replacement made on your vehicle?	9-12 months into ownership.
Where did you take your vehicle to have the component replaced?	Repaired/replaced myself.
How much did the replacement cost?	Under \$100.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	Auto Week. Car and Driver. Road and Track. Motor Trend. Automobile.

Overview

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please explain further about your choice to recommend your vehicle:	I get up to 32 mpg to and from work. It is very quiet and a very comfortable ride. Very good looking. I have only had to do normal maintenance.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain.
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What Can We Do Better?

Feedback/Concerns:	I got a recall for the alternator months ago, but have not gotten the part yet. Worried about possible fire or get ing stranded on the road.
What has Chrysler done right?	smooth and quiet ride good gas mileage and plenty of power. Great design

Engine Components

Engine Components	Air filter.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBG4DH	Model Year	2013	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN	
Built Date	12/04/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6328210499
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	K303243161
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	289724942	Report Version	2	Open Date	03/25/2015
Close Date	03/25/2015	Narrative Date	03/27/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI		ZIP	48326 -275
Dealer Zone	ZZ					

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	any time you use it. Tap for reverse and it goes into drive, hit twice and it may go into reverse. Takes a while before it goes into park, car will roll until it does
Additional Comments:	I have owned over 40 Chrysler products, pushbutton, floor, column and stick shifts and this has to be the worst setup
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Terrible setup, you never know what gear it is going into when you hit the shifter. If you are in a hurry it will go into the wrong gear, BAD, BAD setup. Love the car hate the shifter
To the best of your recollection, the trouble was first noticed:	Poor setup you have to hit the shifter multiple times to get it to go into reverse
Approximate mileage when trouble was first noticed was:	9-12 months into ownership.
How often does this trouble occur?	Less than 10,000.
	Trouble occurs regularly.

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	shifter sucks!
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	By now you know I HATE THE SHIFTER, but love the car. If you back out an a car is coming and you are in a hurry, it is almost impossible to get it in the correct gear, everything has to be slow and adjusted several times.

About You

How many children 17 or under live in your household?	0.
Secondary vehicle in your household:	Cherokee 4WD. Jeep. Secondary Household Vehicle: Purchased New.
Primary vehicle in your household:	2013. Charger. Dodge. Primary Household Vehicle: Purchased New.
Please indicate your ethnicity	
Please indicate your occupation status.	
Please indicate your gender	
What is your current marital status?	
Which of the following best describes the area you live in?	Rural.
Please indicate your highest education level	Trade / technical school.
What is your average miles per gallon (MPG) with your vehicle?	31-33 mpg.
What is your primary language?	English.
Please indicate your occupation.	
Did you purchase or lease your vehicle?	Purchase.
Please indicate the primary driver's age.	

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Integration with media players	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.

Vehicle Satisfaction Ratings	
Fuel economy and driving range	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	mpg, power, comfort
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	gear shifter, hate it
What is your attitude overall towards your new car?	4.
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
Clarity of sound	4.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Exterior Components	
Vehicle Exterior Components	Wiper blades - front.

Detail on High Rated Items	
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Fast and smooth
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I drive 40 miles to work mostly country with some city and about 10 highway. When it is warm out I can get 32 mpg avg on a tank, winter about 28mpg
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	maintains control on wet and snowy roads

Wiper blades - front	
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
Where did you take your vehicle to have the component replaced?	Repaired/replaced myself.

Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.

Air filter	
When was the replacement made on your vehicle?	9-12 months into ownership.
Where did you take your vehicle to have the component replaced?	Repaired/replaced myself.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
How much did the replacement cost?	Under \$100.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	Auto Week. Car and Driver. Road and Track. Automobile. Motor Trend.

Overview

Have you taken the vehicle to a dealer to have your trouble corrected?

No.

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

Please explain further about your choice to recommend your vehicle:

I get up to 32 mpg to and from work. It is very quiet and a very comfortable ride.
Very good looking. I have only had to do normal maintenance.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Would you recommend this vehicle to family or friends?

Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Transmission and Drivetrain.

What Can We Do Better?

What has Chrysler done right?

smooth and quiet ride good gas mileage and plenty of power. Great design

Feedback/Concerns:

I got a recall for the alternator months ago, but have not gotten the part yet. Worried about possible fire or get ing stranded on the road.

Engine Components

Engine Components

Air filter.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG8DH	Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	09/11/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6237221138
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				Serial#	M215281133
Color	PX8	GLOSS BLACK					

Report Number		System Key	289873877	Report Version	1	Open Date	03/27/2015
Close Date	03/27/2015	Narrative Date	03/30/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which words, if any, are constantly misrecognized:	call, send, dial
Do you usually set HVAC vent direction toward ceiling?	No.

Speakers rattle

Please indicate which media sources were being played (check all that apply):	USB Drive. FM. CD. Satellite Radio. SD.
Additional Comments:	speakers don't rattle, interior components do adjacent to speakers
Please describe conditions when this trouble occurs:	loud bass passages
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Speaker trouble occurs:	Only at high volume levels.
Please indicate which speaker has trouble (check all that apply):	headliner, rear package tray rattles
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Exterior Components

Vehicle Exterior Components	Wiper blades - front.
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Overview

Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	dealer much closer to my home
Please explain further about your choice to recommend your vehicle:	has been very reliable, comfortable, economical to operate
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Was the trouble resolved to your satisfaction?	Yes.

Vehicle Satisfaction Ratings

Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Steering wheel adjustment	4.
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
Support for popular music/video formats	4.
Integration with media players	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Transmission gear change performance (smoothness)	5.

Vehicle Satisfaction Ratings	
Fuel economy and driving range	5.
What are your favorite parts of your new vehicle?	ride, acceleration, all weather capability, comfort, features
Clarity of sound	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Brake responsiveness/effort	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	shifter design
Headlight illumination/performance during night-time driving	2.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

Fog/water/condensation in exterior light lenses	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):	constant condensation, inside of lenses water spotted constant condensation, inside of lenses water spotted
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe conditions when this trouble occurs:	cool weather, after car washes
Additional Comments:	condensation noted on first day of ownership.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Brake System. Features/Controls/Displays. Steering, Handling, and Ride. Entertainment/Navigation System/Connectivity. Vehicle Exterior. Transmission and Drivetrain.

Tilt/telescopic steering wheel/column has a poor range of adjustment	
Which best describes the problem?	dash gauges are obstructed partially
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Which function has poor range of adjustment? (check all that apply):	too low maximum height
How often does this trouble occur?	Trouble occurs regularly.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Going into which position is the gear selector difficult to operate? (check all that apply):	often ends up in reverse rather than park
Please describe conditions when this trouble occurs:	parking
Additional Comments:	I see chrysler went to a rotary shifter in 2014, that is a much better design.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):	defroster controls
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):	Controls require too much attention (must take eyes off the road) to operate.
Please indicate which of the following best describes your concern (check all that apply):	Poor location.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers rattle.

Steering, Handling, and Ride Components	
Steering, Handling, and Ride Components	Steering system components.

Hand brake/parking brake does not adequately hold vehicle	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Where does the hand brake/parking brake problem occur?	Will not hold vehicle on a moderate incline.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Features and Controls	
Features and Controls	Trunk release.

Trunk release	
Trunk release	Trunk release broken/not working.

Steering system components	
How much did the replacement cost?	Under \$100.
When was the replacement made on your vehicle?	18-24 months into ownership.
Approximately how many miles were on the vehicle at that time?	30,000-39,999.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	HTC One M8
Please choose your cell phone brand	HTC.
Entertainment/Navigation System/Connectivity	none

Voice Activation / Recognition doesnt recognize command	
Please describe when this trouble occurs:	When entering information.
How often does this trouble occur?	Trouble occurs intermittently.
Do you usually set HVAC vent direction toward ceiling?	No.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	30,000-39,999.

About You	
Primary vehicle in your household:	Chrysler. 300. 2013.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
Please indicate the primary driver's age.	██████
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
What year were you born?	██████
What is your total household income (before taxes)?	\$100,000 - \$124,999.
How many children 17 or under live in your household?	██████
Please indicate your ethnicity	██████████
Please indicate your occupation status.	Employed.
Please indicate your gender	██████
Please indicate your occupation.	Skilled Trade.
Please indicate your highest education level	Trade / technical school.
What is your current marital status?	██████████

Lights	
---------------	--

Lights	
Lights	Headlights not bright enough. Fog/water/condensation in exterior light lenses.
Air filter	
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	30,000-39,999.
How much did the replacement cost?	Under \$100.
When was the replacement made on your vehicle?	12-18 months into ownership.
Wiper blades - front	
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
Where did you take your vehicle to have the component replaced?	Repaired/replaced myself.
Trunk release broken/not working	
Please describe conditions when this trouble occurs:	at start-up
Please describe the trouble you experienced:	trunk kept opening spontaneously; later exterior deck lid switch stopped working
Detail on High Rated Items	
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	brakes have very good linear feel, and wear well
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	most everything is easy to read at a glance
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	works well with all sources I have used
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	very quiet, the extra thick glass and excellent weather seals work well
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Headlight housings constant condensation issue
Headlights not bright enough	
Additional Comments:	low beams are insufficient above 50 mph or so, over-driving range of lights
Please describe the trouble you experienced:	sharp cutoff / lamps not bright enough
Please describe conditions when this trouble occurs:	rural night driving
What Can We Do Better?	
Feedback/Concerns:	AWD system: it would be nice to have a manual override to turn on/off as desired.
What has Chrysler done right?	By and large, the 300 has been an excellent vehicle, I would definitely buy another one. The AWD system works very well in inclement weather. Overall a very nice vehicle.
Engine Components	
Engine Components	Air filter.
Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake does not adequately hold vehicle.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Steering and Handling	
Steering and Handling	Tilt/telescopic steering wheel/column has a poor range of adjustment.
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	04/30/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6105410619
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K112461121
Color	PX8	GLOSS BLACK					

Report Number		System Key	290189701	Report Version	1	Open Date	04/01/2015
Close Date	04/01/2015	Narrative Date	04/02/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

How many children 17 or under live in your household?	0.
Primary vehicle in your household:	2014.
	300.
	Chrysler.
	Primary Household Vehicle: Purchased New.
Primary vehicle you were considering:	Chrysler.
	Primary Considered Vehicle: New.
	2014.
	300.
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing.
	Consumer Reports ratings.
	Previous experience with the vehicle/brand.
	Dealer/Salesperson interaction.
	Dealership information.
	Internet research.
	Manufacturer?s website.
Please indicate your occupation.	Professional Specialty.
When considering this vehicle	Test drive the vehicle.
	Visit the dealership.
	Interact with dealership by phone.
	Research online.
	Interact with dealership by email.
What is your total household income (before taxes)?	\$80,000 - \$99,999.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Convenience of dealership location	3.
Dealership treatment	4.
Vehicle quality	4.
Please indicate your ethnicity	.
Secondary vehicle in your household:	Ford.
	Secondary Household Vehicle: Purchased New.
	1/2 Ton Trucks.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New.
	300.
	2006.
	Chrysler.
	Suburban.
Which of the following best describes the area you live in?	1.
Financing options	2 year college degree.
Please indicate your highest education level	4.
Trade-in allowance	5.
Vehicle styling	.
Please indicate the primary driver's age.	.
Please indicate your occupation status.	.
What is your primary language?	English.
Please indicate your gender	.
What is your current marital status?	.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Vehicle availability	3.
Price	4.

About You	
Ability to test drive	4.
Vehicle performance	5.
Vehicle fuel economy	5.

Exterior moldings/trim pieces loose/misaligned/falling off	
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:	Exterior molding/trim is poorly aligned or fitted.
Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):	rubber splash guard under front bumper is too low, drags on parking blocks and has been pulled loose

Shift between gears is rough/harsh under normal driving conditions	
Going into which gear/gears does the trouble occur? (check all that apply)	rough shifting in low gears
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Satisfaction Ratings	
Headlight illumination/performance during night-time driving	3.
Transmission gear change performance (smoothness)	3.
Clarity of sound	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Engine sound	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ride quality	5.
Integration with media players	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	hard to get in gear without jumping to next gear selector hard to get in gear without jumping to next gear selector

Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	hard to get in gear without jumping to next gear selector Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview	
Did you review the Printed User Guide?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Was the trouble resolved to your satisfaction?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior. Transmission and Drivetrain.

Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Exterior moldings/trim pieces loose/misaligned/falling off.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	04/30/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6105410619
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K112461121
Color	PX8	GLOSS BLACK					

Report Number		System Key	290189701	Report Version	2	Open Date	04/01/2015
Close Date	04/01/2015	Narrative Date	04/03/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

How many children 17 or under live in your household?	0.
Primary vehicle in your household:	2014.
	300.
	Primary Household Vehicle: Purchased New.
	Chrysler.
Primary vehicle you were considering:	Chrysler.
	Primary Considered Vehicle: New.
	2014.
	300.
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing.
	Consumer Reports ratings.
	Previous experience with the vehicle/brand.
	Dealer/Salesperson interaction.
	Dealership information.
	Internet research.
	Manufacturer?s website.
Please indicate your occupation.	Professional Specialty.
When considering this vehicle	Test drive the vehicle.
	Visit the dealership.
	Interact with dealership by phone.
	Research online.
	Interact with dealership by email.
What is your total household income (before taxes)?	\$80,000 - \$99,999.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Convenience of dealership location	3.
Dealership treatment	4.
Vehicle quality	4.
Please indicate your ethnicity	
Secondary vehicle in your household:	Ford.
	1/2 Ton Trucks.
	Secondary Household Vehicle: Purchased New.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New.
	2006.
	Chrysler.
	300.
	Suburban.
Which of the following best describes the area you live in?	3.
Vehicle availability	4.
Price	4.
Ability to test drive	5.
Vehicle performance	5.
Vehicle fuel economy	1.
Financing options	2 year college degree.
Please indicate your highest education level	4.
Trade-in allowance	5.
Vehicle styling	
Please indicate the primary driver's age.	
Please indicate your occupation status.	
What is your primary language?	English.
Please indicate your gender	

About You

What is your current marital status?

████████

Is this your first new vehicle ever purchased / leased?

No.

Did you purchase or lease your vehicle?

Purchase.

Exterior moldings/trim pieces loose/misaligned/falling off

To the best of your recollection, the trouble was first noticed:

1 to 3 months after delivery.

Approximate mileage when trouble was first noticed was:

1500 - 3999 miles.

Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:

Exterior molding/trim is poorly aligned or fitted.

Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):

rubber splash guard under front bumper is too low, drags on parking blocks and has been pulled loose

Shift between gears is rough/harsh under normal driving conditions

Going into which gear/gears does the trouble occur? (check all that apply)

rough shifting in low gears

To the best of your recollection, the trouble was first noticed:

More than 3 months after delivery.

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):

Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

Approximate mileage when trouble was first noticed was:

4000 - 7999 miles.

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):

Normal acceleration.

How often does this trouble occur?

Trouble occurs intermittently.

Vehicle Satisfaction Ratings

Headlight illumination/performance during night-time driving

3.

Transmission gear change performance (smoothness)

3.

Clarity of sound

5.

Wheels, rims, and tires appearance and styling

5.

Vehicle storage and space usage

5.

Head/leg/foot room

5.

Location and usefulness of interior lighting

5.

Climate control operation (function and ease of use)

5.

Engine exhaust sound

5.

How was your purchasing experience (the dealer/dealership)?

5.

What is your attitude overall towards your new car?

5.

What is your attitude overall towards the BRAND of your new car?

5.

Ease of using system displays while driving

3.

Operating controls while driving (gear selector, turn signals, horn, etc.)

3.

Overall audio, entertainment, and navigation system impression

5.

Integration with phones

5.

Appearance of exterior paint

5.

Side/profile view styling (driver's side or passenger's side exterior area)

5.

Engine sound

5.

Fuel economy and driving range

5.

Steering and handling (responsiveness, stability)

5.

How do you feel about the durability of your new vehicle?

5.

Integration with media players

5.

Support for popular music/video formats

5.

Rear view styling (rear fascia, bumper)

5.

Ease of getting into and out of vehicle

5.

Interior noise level while driving

5.

Brake responsiveness/effort

5.

How do you feel about the VALUE of your new car? (i.e.

5.

Exterior design and appearance (overall impression)

5.

Front view styling (front fascia, hood, grille, headlight area)

5.

Interior comfort, design and appearance of interior (overall impression)

5.

Seat adjustment and comfort

5.

Steering wheel adjustment

5.

Safety and visibility while driving

5.

Engine performance during acceleration

5.

Ride quality

5.

Gear selector is difficult to operate (auto. trans.)

To the best of your recollection, the trouble was first noticed:

At delivery.

Going into which position is the gear selector difficult to operate? (check all that apply):

hard to get in gear without jumping to next gear selector
hard to get in gear without jumping to next gear selector

Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	hard to get in gear without jumping to next gear selector Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview	
Did you review the Printed User Guide?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Was the trouble resolved to your satisfaction?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior. Transmission and Drivetrain.

Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Exterior moldings/trim pieces loose/misaligned/falling off.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH3EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	05/08/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6116410855
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K116461108
Color	PRR	HIGH OCTANE RED PEARL COAT					

Report Number		System Key	290507878	Report Version	1	Open Date	04/05/2015
Close Date	04/05/2015	Narrative Date	04/06/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Primary vehicle in your household:

Buick.
Primary Household Vehicle: Purchased New.
2007.
Rainier.

Please indicate your ethnicity

Secondary vehicle in your household:

Jeep.
Cherokee.

When considering this vehicle

Secondary vehicle you were considering:

Research online.
Secondary Considered Vehicle: New.
Buick.
LaCrosse.
2014.

Which, if any, influenced your purchase decision? (check all that apply):

Vehicle test drive.
Image that the vehicle portrays.
Price/Purchase Terms/Financing.
Automotive magazines.
Features/Capabilities.
Manufacturer?s website.
Previous experience with the vehicle/brand.
Value for the money.

Ability to test drive

How may children 17 or under live in your household?

Please tell us about the vehicle you replaced (if applicable)

1.
1-2.
2012.
Buick.
Replaced Vehicle: Purchased New.
LaCrosse.

Vehicle performance

Primary vehicle you were considering:

4.
Canyon.
Primary Considered Vehicle: New.
GMC.
2014.

Financing options

Price

What year were you born?

Is this your first new vehicle ever purchased / leased?

Which of the following best describes the area you live in?

Convenience of dealership location

Vehicle availability

Vehicle styling

Please indicate your occupation status.

Please indicate your gender

What is your current marital status?

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

No.
Rural.

1.

4.

4.

.

.

Just decided not to go with a pick up

1.

1.

21-22 mpg.

4.

4.

Trade-in allowance

Dealership treatment

What is your average miles per gallon (MPG) with your vehicle?

Vehicle quality

Vehicle fuel economy

About You	
Please indicate your highest education level	4 year college degree.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Great vehicle; quiet, but if can afford it, might try to afford 300 because it's quieter. Would not have 20" tires (too harsh), but its' packaged with the 300HP and other packages that I like.
Did you review the Owner's Information DVD?	No.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver.
Printed User Guide covers the necessary features	4 (agree).
Other	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe the other trouble you experienced:	electric Transmission shifter is too difficult to find Park / Reverse, etc. I realize it takes awhile to get used to this shifter, but still bo hersome. It's not faulty, just too touchy...
Please describe conditions when this trouble occurs:	Often
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
What are your favorite parts of your new vehicle?	Beats; Nav system; Interior Space
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Ride quality	3.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Interior noise level while driving	3.
Transmission gear change performance (smoothness)	3.
Ease of using system displays while driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.

Vehicle Satisfaction Ratings	
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Go back to this design, don't like the 2015 exterior nearly as much (looks like a blown up Dart). Would like 18s for smoothness instead of 20s available with 300HP and other pkgs.
Steering and handling (responsiveness, stability)	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.

Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Ease of Use and visibility of radio and nav system is fantastic. Like buttons AND touch screen.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Like knobs and touch screen, I use both depending on situation.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Very clear Garmin & Audio Controls
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	20s look great, but not as smooth ride as 18s.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Like the width, but rear seat could have a tad more room, but not complaining.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Beautiful, like my '14 so much better than the new '15 Dart looking Charger. Will probably shop other vehicles just because the uniqueness of the Charger exterior is gone.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Keep allowng us to search dealer inventories off of Dodge / Chrysler Web site. then can find what i want and go to that exact specific dealer.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Like cup holders in center and in doors and in fold down rear seat. I use them all...
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Love the Sport Mode and Paddle Shifters.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Beats sound is great.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Like the big seats.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Like the strip disc in the center console.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The electronic shifter is too difficult to simply put it into park, drive, reverse, by feel alone. Have to look at dashboard to see what gear it is in. If in a hurray and put it into gear without looking ant dash, the wrong gear is often selected and can go in the wrong direction (dangerous).

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
What has Chrysler done right?	Keeping in contact with these surveys. So far, better quality than I've expected.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH3EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	05/08/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6116410855
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K116461108
Color	PRR	HIGH OCTANE RED PEARL COAT					

Report Number		System Key	290507878	Report Version	2	Open Date	04/05/2015
Close Date	04/05/2015	Narrative Date	04/07/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Detail on High Rated Items

You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Very clear Garmin & Audio Controls
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Ease of Use and visibility of radio and nav system is fantastic. Like buttons AND touch screen.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Like knobs and touch screen, I use both depending on situation.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	20s look great, but not as smooth ride as 18s.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Like the width, but rear seat could have a tad more room, but not complaining.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Beats sound is great.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Like the big seats.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Like the strip disc in the center console.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Beautiful, like my '14 so much better than the new '15 Dart looking Charger. Will probably shop other vehicles just because the uniqueness of the Charger exterior is gone.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Keep allowng us to search dealer inventories off of Dodge / Chrysler Web site. then can find what i want and go to that exact specific dealer.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Like cup holders in center and in doors and in fold down rear seat. I use them all...
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Love the Sport Mode and Paddle Shifters.

Other

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	electric Transmission shifter is too difficult to find Park / Reverse, etc. I realize it takes awhile to get used to this shifter, but still bo hersome. It's not faulty, just too touchy...
Please describe conditions when this trouble occurs:	Often
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

About You

Ability to test drive	1.
How may children 17 or under live in your household?	1-2.
Please tell us about the vehicle you replaced (if applicable)	2012. Buick. LaCrosse. Replaced Vehicle: Purchased New.
Vehicle performance	4.
Secondary vehicle you were considering:	Buick. Secondary Considered Vehicle: New. LaCrosse. 2014.
Primary vehicle in your household:	Buick. Primary Household Vehicle: Purchased New. Rainier. 2007.

About You

Please indicate your ethnicity

Secondary vehicle in your household:

When considering this vehicle

Which, if any, influenced your purchase decision? (check all that apply):

Primary vehicle you were considering:

Financing options

Price

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Trade-in allowance

Dealership treatment

What is your average miles per gallon (MPG) with your vehicle?

Vehicle quality

Vehicle fuel economy

Please indicate your highest education level

What is your primary language?

Did you purchase or lease your vehicle?

What year were you born?

Convenience of dealership location

Vehicle availability

Vehicle styling

Please indicate your occupation status.

Please indicate your gender

What is your current marital status?

Is this your first new vehicle ever purchased / leased?

Which of the following best describes the area you live in?

Jeep.

Cherokee.

Research online.

Vehicle test drive.

Manufacturer's website.

Price/Purchase Terms/Financing.

Value for the money.

Image that the vehicle portrays.

Automotive magazines.

Features/Capabilities.

Previous experience with the vehicle/brand.

Canyon.

2014.

GMC.

Primary Considered Vehicle: New.

1.

3.

Just decided not to go with a pick up

1.

1.

21-22 mpg.

4.

4.

4 year college degree.

English.

Purchase.

1.

4.

4.

Employed.

No.

Rural.

Vehicle Satisfaction Ratings

How do you feel about the durability of your new vehicle?

How do you feel about the VALUE of your new car? (i.e.

Overall audio, entertainment, and navigation system impression

Integration with phones

Rear view styling (rear fascia, bumper)

Head/leg/foot room

Operating controls while driving (gear selector, turn signals, horn, etc.)

Location and usefulness of interior lighting

Engine sound

What are your favorite parts of your new vehicle?

Clarity of sound

Integration with media players

Front view styling (front fascia, hood, grille, headlight area)

Wheels, rims, and tires appearance and styling

Vehicle storage and space usage

Climate control operation (function and ease of use)

Brake responsiveness/effort

How was your purchasing experience (the dealer/dealership)?

What is your attitude overall towards your new car?

Ride quality

Is there anything about your new vehicle you would like to see changed?

Steering and handling (responsiveness, stability)

Support for popular music/video formats

4.

4.

5.

5.

5.

5.

5.

5.

5.

Beats; Nav system; Interior Space

5.

5.

5.

5.

5.

5.

5.

5.

5.

3.

Go back to this design, don't like the 2015 exterior nearly as much (looks like a blown up Dart). Would like 18s for smoothness instead of 20s available with 300HP and other pkgs.

4.

5.

Vehicle Satisfaction Ratings	
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Interior noise level while driving	3.
Transmission gear change performance (smoothness)	3.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please explain further about your choice to recommend your vehicle:	Great vehicle; quiet, but if can afford it, might try to afford 300 because it's quieter. Would not have 20" tires (too harsh), but its' packaged with the 300HP and other packages that I like.
Did you review the Owner's Information DVD?	No.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The electronic shifter is too difficult to simply put it into park, drive, reverse, by feel alone. Have to look at dashboard to see what gear it is in. If in a hurry and put it into gear without looking at dash, the wrong gear is often selected and can go in the wrong direction (dangerous).

What Can We Do Better?	
What has Chrysler done right?	Keeping in contact with these surveys. So far, better quality than I've expected.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG6DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/20/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6162320046
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K170363153
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	290612854	Report Version	1	Open Date	04/06/2015
Close Date	04/07/2015	Narrative Date	04/08/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

What Can We Do Better?

Feedback/Concerns:	All in all I feel that this is the best car available for the money.
What has Chrysler done right?	I am an older driver and this is one of the only cars I have driven that gives me the room and comfort I am looking for. I always drove Lincoln and Cadillac cars before and this car is equal in ride and comfort for a lot less money. I feel that dollar for dollar this is the best car on the market today.

Detail on High Rated Items

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	As I get older it is important to find a car that allows easy access. The fastest growing portion of the driving public is over 50 years of age because of the aging baby boomer population but I often feel that most car companies are abandoning us to appeal to younger drivers who don't have the money to buy new cars or the interest. My fellow older drivers have the disposable income to purchase new cars and are having a difficult time finding cars to meet our needs.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	I like the chrome wheels and chrome trim package on my 300C. I feel that it gives the car a great look and ride. My previous 300 had the 20" wheels and they gave a poor ride and I had tire problems from the beginning. I had to replace a blown tire with only 900 miles and had several flats. That is why I would like to be able to have a full sized spare. We own property in a remote part of North Dakota and I refuse to drive this car there because I am afraid of getting a flat tire with the difficulty in getting the tire fixed or finding a replacement.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	I like that the navigation is simple to use and the radio controls are easy to use.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	I use my blue tooth phone all the time and the system is easy to use and works well.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	This car is probably one of the quietest cars I have ever driven.

No Concerns

Please explain further about your choice to recommend your vehicle:	This is my second 300 and I have been very satisfied with the car except the gear selection is terrible but I noticed this has been replaced in the new model.
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Consumer Reports ratings. Motor Trend.
Would you recommend this vehicle to family or friends?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	mentioned above, blue tooth quit working. replaced part under warranty.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

About You

How many children 17 or under live in your household?	0.
Secondary vehicle in your household:	Armada. Nissan. 2012. Secondary Household Vehicle: Purchased New.
Please indicate the primary driver's age.	
Please indicate your occupation.	Owner / Proprietor.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. 300. Chrysler. 2013. 25-26 mpg.
What is your average miles per gallon (MPG) with your vehicle?	
Please indicate your ethnicity	
Did you purchase or lease your vehicle?	Purchase.

About You	
Which of the following best describes the area you live in?	Suburban.
Please indicate your highest education level	4 year college degree.
Please indicate your occupation status.	██████████.
What is your primary language?	English.
Please indicate your gender	██████
What is your current marital status?	██████████

Air filter	
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than he one I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.

Vehicle Satisfaction Ratings	
Rear view styling (rear fascia, bumper)	4.
Vehicle storage and space usage	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Overall audio, entertainment, and navigation system impression	5.
Head/leg/foot room	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Climate control operation (function and ease of use)	4.
Clarity of sound	5.
Integration with media players	5.
Wheels, rims, and tires appearance and styling	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	comfort and ride quality
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Appearance of exterior paint	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Integration with phones	5.
Support for popular music/video formats	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Fuel economy and driving range	5.
Is there anything about your new vehicle you would like to see changed?	I would like to see a full sized spare tire or at least space to put one in the trunk.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.
Ease of using system displays while driving	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
What is your attitude overall towards the BRAND of your new car?	5.

Engine Components	
Engine Components	Air filter.

Other component(s) replaced (not listed previously)	
Where did you take your vehicle to have the component replaced?	Took to a different dealer than he one I purchased my vehicle from.
Which other component(s) did you replace?	I had to replace a component in the blue tooth replaced under warranty. Would not sync with phone.
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.

Steering, Handling, and Ride Components	
Steering, Handling, and Ride Components	Alignment.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.
Alignment	
Where did you take your vehicle to have the component replaced?	Took to an independent repair facility.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	12-18 months into ownership.
How much did the replacement cost?	Under \$100.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Other Components	
Other Components	Other component(s) replaced (not listed previously).
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH3EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	05/08/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6116410855
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K116461108
Color	PRR	HIGH OCTANE RED PEARL COAT					

Report Number		System Key	290507878	Report Version	3	Open Date	04/05/2015
Close Date	04/05/2015	Narrative Date	04/08/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on High Rated Items

You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Beats sound is great.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Like the big seats.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Like the strip disc in the center console.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Ease of Use and visibility of radio and nav system is fantastic. Like buttons AND touch screen.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Like knobs and touch screen, I use both depending on situation.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Very clear Garmin & Audio Controls
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	20s look great, but not as smooth ride as 18s.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Like the width, but rear seat could have a tad more room, but not complaining.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Beautiful, like my '14 so much better than the new '15 Dart looking Charger. Will probably shop other vehicles just because the uniqueness of the Charger exterior is gone.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Keep allowng us to search dealer inventories off of Dodge / Chrysler Web site. then can find what i want and go to that exact specific dealer.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Like cup holders in center and in doors and in fold down rear seat. I use them all...
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Love the Sport Mode and Paddle Shifters.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Go back to this design, don't like the 2015 exterior nearly as much (looks like a blown up Dart). Would like 18s for smoothness instead of 20s available with 300HP and other pkgs.
Steering and handling (responsiveness, stability)	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
What are your favorite parts of your new vehicle?	Beats; Nav system; Interior Space
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Ride quality	3.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.

Vehicle Satisfaction Ratings

Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Interior noise level while driving	3.
Transmission gear change performance (smoothness)	3.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

About You

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Just decided not to go with a pick up
Trade-in allowance	1.
Dealership treatment	1.
Primary vehicle you were considering:	2014. Canyon. GMC. Primary Considered Vehicle: New.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Vehicle quality	4.
Vehicle fuel economy	4.
Please indicate your highest education level	4 year college degree.
Which, if any, influenced your purchase decision? (check all that apply):	Automotive magazines. Features/Capabilities. Manufacturer?s website. Previous experience with the vehicle/brand. Vehicle test drive. Image that the vehicle portrays. Price/Purchase Terms/Financing. Value for the money.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Ability to test drive	1.
How many children 17 or under live in your household?	1-2.
Please tell us about the vehicle you replaced (if applicable)	2012. Buick. LaCrosse. Replaced Vehicle: Purchased New.
Vehicle performance	4.
Secondary vehicle you were considering:	Buick. Secondary Considered Vehicle: New.
Primary vehicle in your household:	2014. LaCrosse. Buick. Primary Household Vehicle: Purchased New.
Please indicate your ethnicity	Rainier. 2007.
Secondary vehicle in your household:	Jeep. Cherokee.
When considering this vehicle	Research online.
Financing options	1.
Price	3.
What year were you born?	

About You	
Convenience of dealership location	1.
Vehicle availability	4.
Vehicle styling	4.
Please indicate your occupation status.	Employed.
Please indicate your gender	<input type="checkbox"/>
What is your current marital status?	<input type="checkbox"/>
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Rural.
Other	
Please describe conditions when this trouble occurs:	Often
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	electric Transmission shifter is too difficult to find Park / Reverse, etc. I realize it takes awhile to get used to this shifter, but still bo hersome. It's not faulty, just too touchy...
Overview	
Printed User Guide covers the necessary features	4 (agree).
Please explain further about your choice to recommend your vehicle:	Great vehicle; quiet, but if can afford it, might try to afford 300 because it's quieter. Would not have 20" tires (too harsh), but its' packaged with the 300HP and other packages that I like.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Owner's Information DVD?	No.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The electronic shifter is too difficult to simply put it into park, drive, reverse, by feel alone. Have to look at dashboard to see what gear it is in. If in a hurray and put it into gear without looking ant dash, the wrong gear is often selected and can go in the wrong direction (dangerous).
What Can We Do Better?	
What has Chrysler done right?	Keeping in contact with these surveys. So far, better quality than I've expected.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5DH	Model Year	2013	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	06/13/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6153320180
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K163361185
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	290725046	Report Version	1	Open Date	04/08/2015
Close Date	04/08/2015	Narrative Date	04/09/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.
Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	gear shifter, driver door opens to far
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Vehicle storage and space usage	4.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	leg room
Clarity of sound	4.
Ease of getting into and out of vehicle	4.
Brake responsiveness/effort	4.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Other component(s) replaced (not listed previously)

Which other component(s) did you replace?	Rear window sunscreen
How much did the replacement cost?	\$1,000-\$2,000.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.

Other component(s) replaced (not listed previously)	
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
When was the replacement made on your vehicle?	12-18 months into ownership.

About You	
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Primary vehicle in your household:	300.
	2013.
	Chrysler.
	Primary Household Vehicle: Purchased New.
Please indicate your occupation.	Skilled Trade.
Which of the following best describes the area you live in?	Suburban.
How many children 17 or under live in your household?	0
Please indicate your highest education level	4 year college degree.
Please indicate your ethnicity	Other
Please indicate your gender	Male
Did you purchase or lease your vehicle?	Purchase.
What year were you born?	1980
Please indicate the primary driver's age.	31-40
What is your primary language?	English.
Please indicate your occupation status.	Employed
What is your current marital status?	Married

Brake System Components	
Brake System Components	ABS system/sensors.

Operation and Functionality	
Operation and Functionality	Center console is difficult to open/close.

Center console is difficult to open/close	
Please indicate which of the following best describes your concern (check all that apply):	Have to turn around to open and get things out
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.

Brakes are excessively noisy	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	First use in morning
What area of the vehicle is the brake noise coming from?	Both Front and Rear Brakes.
What does the noise sound like?	Grind.
Trouble with brakes occurs during this type of braking (check all that apply):	Only occurs first thing in morning, especially worse if it rained the previous night.
How often does this trouble occur?	Trouble occurs regularly.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Rotors have moisture on them

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	Frequently goes past gear I want also go to move it into drive from park, shifter moves but car still in park

ABS system/sensors	
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
How much did the replacement cost?	\$1,000-\$2,000.
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Was the trouble resolved to your satisfaction?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Live in a different state
Would you recommend this vehicle to family or friends?	Yes.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	gear shifter
Interior lights	
Interior lights	Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Interior Trim/Storage/Windows. Transmission and Drivetrain. Brake System.
Features and Controls	
Features and Controls	Interior lights. Tire pressure monitoring system.
Other Components	
Other Components	Other component(s) replaced (not listed previously).
Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Control wheels are too close together
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	Controls require too much attention (must take eyes off the road) to operate.
Tire Pressure Monitoring System/sensors	
How much did the replacement cost?	Under \$100.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Features/Controls/Displays Components	
Features/Controls/Displays Components	Tire Pressure Monitoring System/sensors.
Brake Noise	
Brake Noise	Brakes are excessively noisy.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG4E[REDACTED]	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	05/24/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6133420438
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K126463282
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number	5	System Key	290724974	Report Version	1	Open Date	04/08/2015
Close Date	04/08/2015	Narrative Date	04/09/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

About You

Please tell us about the vehicle you replaced (if applicable)

Chrysler.

Concorde.

2003.

Replaced Vehicle: Purchased Used.

Primary vehicle you were considering:

Dodge.

2014.

Challenger.

Primary Considered Vehicle: New.

Which, if any, influenced your purchase decision? (check all that apply):

Price/Purchase Terms/Financing.

Automotive magazines.

Dealership information.

Vehicle test drive.

Dealer/Salesperson interaction.

Features/Capabilities.

Image that the vehicle portrays.

Lifestyle.

Manufacturer?s website.

Previous experience with the vehicle/brand.

Visit the dealership.

When considering this vehicle

Secondary vehicle in your household:

2014.

Charger.

Dodge.

Secondary Household Vehicle: Purchased New.

Vehicle performance

5.

How may children 17 or under live in your household?

0.

What year were you born?

Convenience of dealership location

1.

Financing options

3.

Please indicate the primary driver's age.

Is this your first new vehicle ever purchased / leased?

No.

Primary vehicle in your household:

Primary Household Vehicle: Purchased New.

2012.

200.

Chrysler.

Price

1.

Vehicle quality

5.

Vehicle fuel economy

5.

Please indicate your occupation status.

Employed.

Please indicate your highest education level

High school degree / GED.

Please indicate your gender

What is your current marital status?

Please indicate your occupation.

Other.

Please indicate your ethnicity

What price did you pay for your vehicle?

28,500

What is your total household income (before taxes)?

\$125,000 - \$149,999.

Vehicle availability

1.

Dealership treatment

1.

Trade-in allowance

3.

What is your average miles per gallon (MPG) with your vehicle?

31-33 mpg.

About You	
Ability to test drive	5.
Vehicle styling	5.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Urban.
No Concerns	
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	cam phaser was bad oilchanges
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Printed User Guide covers the necessary features	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Printed User Guide?	Yes.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.
Vehicle Satisfaction Ratings	
Clarity of sound	5.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Brake responsiveness/effort	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	the engine for its power and gas mileage, the transmission, radio and gps, dual control air and heat as well as heated front and rear seats.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	i wish the 2014 had the gear shift selector that the 2015 has.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
What is your attitude overall towards the BRAND of your new car?	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.

Detail on High Rated Items	
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	i really like that the back seats fold down and that you can open the trunk without your key.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	i bought the 8 speed transmission for the extra gas mileage and usually get 31 or better.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	i wish there had been a maroon available.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	it is very easy to use
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	the gear selector is the only negative i have for the car. i understand the 2015 still has the electronic shifter but with a more traditional throw.
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	could be just a little louder.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	the keyless system is great. i love never having to get my key out of my pocket.

What Can We Do Better?	
Feedback/Concerns:	would like to see the dodge challenger as a convertible
What has Chrysler done right?	the charger is a very sporty car. my first car was a 1972 charger and i was amazed at the difference between the 2.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	the gear shift i still struggle with sometimes while putting it in park. most times, i end up in reverse and have to do it again to get it in park.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG6DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/20/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6162320046
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K170363153
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	290612854	Report Version	2	Open Date	04/06/2015
Close Date	04/07/2015	Narrative Date	04/09/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Other component(s) replaced (not listed previously)

Which other component(s) did you replace?	I had to replace a component in the blue tooth replaced under warranty. Would not sync with phone.
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than he one I purchased my vehicle from.

Detail on High Rated Items

You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	I like that the navigation is simple to use and the radio controls are easy to use.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	I use my blue tooth phone all the time and the system is easy to use and works well.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	This car is probably one of the quietest cars I have ever driven.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	As I get older it is important to find a car that allows easy access. The fastest growing portion of the driving public is over 50 years of age because of the aging baby boomer population but I often feel that most car companies are abandoning us to appeal to younger drivers who don't have the money to buy new cars or the interest. My fellow older drivers have the disposable income to purchase new cars and are having a difficult time finding cars to meet our needs.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	I like the chrome wheels and chrome trim package on my 300C. I feel that it gives the car a great look and ride. My previous 300 had the 20" wheels and they gave a poor ride and I had tire problems from the beginning. I had to replace a blown tire with only 900 miles and had several flats. That is why I would like to be able to have a full sized spare. we own property in a remote part of North Dakota and I refuse to drive this car there because I am afraid of getting a flat tire with the difficulty in getting the tire fixed or finding a replacement.

Vehicle Satisfaction Ratings

Front view styling (front fascia, hood, grille, headlight area)	4.
Climate control operation (function and ease of use)	4.
Clarity of sound	5.
Integration with media players	5.
Wheels, rims, and tires appearance and styling	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	comfort and ride quality
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Appearance of exterior paint	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Integration with phones	5.
Support for popular music/video formats	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Fuel economy and driving range	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.

Vehicle Satisfaction Ratings	
Ease of using system displays while driving	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	I would like to see a full sized spare tire or at least space to put one in the trunk.
Rear view styling (rear fascia, bumper)	4.
Vehicle storage and space usage	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Overall audio, entertainment, and navigation system impression	5.
Head/leg/foot room	5.
How do you feel about the VALUE of your new car? (i.e.	5.

About You	
Please indicate the primary driver's age.	██████
Please indicate your occupation.	Owner / Proprietor.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New.
	300.
	Chrysler.
	2013.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Please indicate your ethnicity	██████████
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
Secondary vehicle in your household:	2012.
	Secondary Household Vehicle: Purchased New.
	Armada.
	Nissan.
Please indicate your highest education level	4 year college degree.
Please indicate your occupation status.	Employed.
What is your primary language?	English.
Please indicate your gender	█████
What is your current marital status?	██████
How many children 17 or under live in your household?	0.

Steering, Handling, and Ride Components	
Steering, Handling, and Ride Components	Alignment.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.

Alignment	
Where did you take your vehicle to have the component replaced?	Took to an independent repair facility.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	12-18 months into ownership.
How much did the replacement cost?	Under \$100.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.

Other Components	
Other Components	Other component(s) replaced (not listed previously).

Air filter	
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
When was the replacement made on your vehicle?	12-18 months into ownership.

No Concerns	
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	mentioned above, blue tooth quit working. replaced part under warranty.

No Concerns	
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend. Automobile. Consumer Reports ratings.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please explain further about your choice to recommend your vehicle:	This is my second 300 and I have been very satisfied with the car except the gear selection is terrible but I noticed this has been replaced in the new model.
Would you recommend this vehicle to family or friends?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
Feedback/Concerns:	All in all I feel that this is the best car available for the money.
What has Chrysler done right?	I am an older driver and this is one of the only cars I have driven that gives me the room and comfort I am looking for. I always drove Lincoln and Cadillac cars before and this car is equal in ride and comfort for a lot less money. I feel that dollar for dollar this is the best car on the market today.

Engine Components	
Engine Components	Air filter.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG0DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	06/22/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1162310376
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K170361582
Color	PX8	PITCH BLACK					

Report Number		System Key	290848579	Report Version	1	Open Date	04/09/2015
Close Date	04/09/2015	Narrative Date	04/10/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

What Can We Do Better?

Feedback/Concerns:	Fixed shifter
What has Chrysler done right?	Great designs

Overview

Please explain further about your choice to recommend your vehicle:	The electric shifter did damage to car by not going into park and is a safety issue and need to be fixed
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

About You

How may children 17 or under live in your household?	0.
Secondary vehicle in your household:	2004. Grand Cherokee. Secondary Household Vehicle: Purchased New. Jeep.
Primary vehicle in your household:	2013. Primary Household Vehicle: Purchased New. Challenger. Dodge.
Please indicate your occupation status.	Employed.
Which of the following best describes the area you live in?	Suburban.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Please indicate your highest education level	4 year college degree.
Please indicate the primary driver's age.	.
What is your primary language?	English.
Please indicate your gender	
What is your current marital status?	
What year were you born?	
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Please indicate your ethnicity	
Please indicate your occupation.	Other.
Did you purchase or lease your vehicle?	Purchase.

Welcome

Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	No.

Vehicle Satisfaction Ratings

Safety and visibility while driving	3.
Integration with media players	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.

Vehicle Satisfaction Ratings		
Engine exhaust sound		5.
What is your attitude overall towards the BRAND of your new car?		5.
What are your favorite parts of your new vehicle?		Style
Interior noise level while driving		2.
Clarity of sound		3.
Steering and handling (responsiveness, stability)		4.
How do you feel about the VALUE of your new car? (i.e.		4.
Ease of using system displays while driving		5.
Support for popular music/video formats		5.
Rear view styling (rear fascia, bumper)		5.
Engine sound		5.
Fuel economy and driving range		5.
How do you feel about the durability of your new vehicle?		5.
Overall audio, entertainment, and navigation system impression		3.
Ease of getting into and out of vehicle		4.
Engine performance during acceleration		4.
Appearance of exterior paint		5.
Side/profile view styling (driver's side or passenger's side exterior area)		5.
Headlight illumination/performance during night-time driving		5.
Transmission gear change performance (smoothness)		5.
Ride quality		5.
Is there anything about your new vehicle you would like to see changed?		Take off speed from 0 to 25 mph
What is your attitude overall towards your new car?		4.
Integration with phones		5.
Wheels, rims, and tires appearance and styling		5.
Vehicle storage and space usage		5.
Head/leg/foot room		5.
Operating controls while driving (gear selector, turn signals, horn, etc.)		5.
Location and usefulness of interior lighting		5.
Brake responsiveness/effort		5.

Air filter		
When was the replacement made on your vehicle?		9-12 months into ownership.
Where did you take your vehicle to have the component replaced?		Took to the dealer I purchased my vehicle from.
How much did the replacement cost?		Under \$100.
Approximately how many miles were on the vehicle at that time?		10,000-19,999.

Tires make excessive road noise while driving		
Trouble occurs while traveling at these speeds (check all that apply):		High road noise over 40 mph
Approximate mileage when trouble was first noticed was:		Less than 10,000.
Trouble occurs while traveling in these road conditions (check all that apply):		Clear/dry road conditions.
Are you using your vehicle for towing when the problem occurs?		No.
How often does this trouble occur?		Trouble occurs regularly.

Steering, Handling, and Ride>Tires>		
Tires		Tires make excessive road noise while driving.

Contact Me		
To better serve you, briefly describe the topic(s) you would like to discuss.		
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	The shifter	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.	

Engine Components		
Engine Components		Air filter.

Vehicle Issues/Things Gone Wrong		
Continuous Quality Insight		Steering, Handling, and Ride.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG5DH	Model Year	2013	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	06/13/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6153320180
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K163361185
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	290725046	Report Version	2	Open Date	04/08/2015
Close Date	04/08/2015	Narrative Date	04/10/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.
Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	gear shifter, driver door opens to far
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Vehicle storage and space usage	4.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	leg room
Clarity of sound	4.
Ease of getting into and out of vehicle	4.
Brake responsiveness/effort	4.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior noise level while driving	5.

Other component(s) replaced (not listed previously)

Which other component(s) did you replace?	Rear window sunscreen
How much did the replacement cost?	\$1,000-\$2,000.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.

Other component(s) replaced (not listed previously)	
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
When was the replacement made on your vehicle?	12-18 months into ownership.

About You	
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Primary vehicle in your household:	300.
	2013.
	Chrysler.
	Primary Household Vehicle: Purchased New.
Please indicate your occupation.	Skilled Trade.
Which of the following best describes the area you live in?	Suburban.
How many children 17 or under live in your household?	0
Please indicate your highest education level	4 year college degree.
Please indicate your ethnicity	Other
Please indicate your gender	Male
Did you purchase or lease your vehicle?	Purchase.
What year were you born?	1980
Please indicate the primary driver's age.	35-44
What is your primary language?	English.
Please indicate your occupation status.	Employed
What is your current marital status?	Married

Brake System Components	
Brake System Components	ABS system/sensors.

Operation and Functionality	
Operation and Functionality	Center console is difficult to open/close.

Center console is difficult to open/close	
Please indicate which of the following best describes your concern (check all that apply):	Have to turn around to open and get things out
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.

Brakes are excessively noisy	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	First use in morning
What area of the vehicle is the brake noise coming from?	Both Front and Rear Brakes.
What does the noise sound like?	Grind.
Trouble with brakes occurs during this type of braking (check all that apply):	Only occurs first thing in morning, especially worse if it rained the previous night.
How often does this trouble occur?	Trouble occurs regularly.
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	Rotors have moisture on them

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	Frequently goes past gear I want also go to move it into drive from park, shifter moves but car still in park

ABS system/sensors	
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
How much did the replacement cost?	\$1,000-\$2,000.
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.

Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Was the trouble resolved to your satisfaction?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Live in a different state
Would you recommend this vehicle to family or friends?	Yes.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	gear shifter
Interior lights	
Interior lights	Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Interior Trim/Storage/Windows. Brake System. Transmission and Drivetrain.
Features and Controls	
Features and Controls	Interior lights. Tire pressure monitoring system.
Other Components	
Other Components	Other component(s) replaced (not listed previously).
Dome/map/interior lights work properly, but difficult to understand/use; controls in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Control wheels are too close together
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	Controls require too much attention (must take eyes off the road) to operate.
Tire Pressure Monitoring System/sensors	
How much did the replacement cost?	Under \$100.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Brake Noise	
Brake Noise	Brakes are excessively noisy.
Features/Controls/Displays Components	
Features/Controls/Displays Components	Tire Pressure Monitoring System/sensors.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG4EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	05/24/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6133420438
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K126463282
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	290724974	Report Version	2	Open Date	04/08/2015
Close Date	04/08/2015	Narrative Date	04/10/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born?

Convenience of dealership location

Financing options

Please indicate the primary driver's age.

Which, if any, influenced your purchase decision? (check all that apply):

Is this your first new vehicle ever purchased / leased?

Primary vehicle in your household:

Price

Primary vehicle you were considering:

Vehicle quality

Vehicle fuel economy

Please indicate your ethnicity

Secondary vehicle in your household:

Please indicate your occupation status.

Please indicate your highest education level

Please indicate your gender

What is your current marital status?

Please indicate your occupation.

How many children 17 or under live in your household?

Please tell us about the vehicle you replaced (if applicable)

Vehicle performance

When considering this vehicle

What price did you pay for your vehicle?

What is your total household income (before taxes)?

Vehicle availability

Dealership treatment

Trade-in allowance

What is your average miles per gallon (MPG) with your vehicle?

1.
3.
Dealership information.
Vehicle test drive.
Automotive magazines.
Price/Purchase Terms/Financing.
Dealer/Salesperson interaction.
Features/Capabilities.
Image that the vehicle portrays.
Lifestyle.
Manufacturer's website.
Previous experience with the vehicle/brand.
No.
Primary Household Vehicle: Purchased New.
2012.
200.
Chrysler.
1.
2014.
Dodge.
Challenger.
Primary Considered Vehicle: New.
5.
5.
Dodge.
2014.
Charger.
Secondary Household Vehicle: Purchased New.
. High school degree / GED.
Other.
0.
2003.
Chrysler.
Concorde.
Replaced Vehicle: Purchased Used.
5.
Visit the dealership.
28,500
\$125,000 - \$149,999.
1.
1.
3.
31-33 mpg.

About You	
Ability to test drive	5.
Vehicle styling	5.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Urban.

Detail on High Rated Items	
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	i bought the 8 speed transmission for the extra gas mileage and usually get 31 or better.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	i wish there had been a maroon available.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	it is very easy to use
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	the gear selector is the only negative i have for the car. i understand the 2015 still has the electronic shifter but with a more traditional throw.
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	i really like that the back seats fold down and that you can open the trunk without your key.
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	could be just a little louder.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	the keyless system is great. i love never having to get my key out of my pocket.

Vehicle Satisfaction Ratings	
What are your favorite parts of your new vehicle?	the engine for its power and gas mileage, the transmission, radio and gps, dual control air and heat as well as heated front and rear seats.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	i wish the 2014 had the gear shift selector that the 2015 has.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
What is your attitude overall towards the BRAND of your new car?	5.
Clarity of sound	5.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Brake responsiveness/effort	5.
Ride quality	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.

What Can We Do Better?	
Feedback/Concerns:	would like to see the dodge challenger as a convertible
What has Chrysler done right?	the charger is a very sporty car. my first car was a 1972 charger and i was amazed at the difference between the 2.

No Concerns	
Printed User Guide covers the necessary features	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	cam phaser was bad oilchanges
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Printed User Guide?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	the gear shift i still struggle wi h sometimes while put ing it in park. most times, i end up in reverse and have to do it again to get it in park.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG6DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/20/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6162320046
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K170363153
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	290612854	Report Version	3	Open Date	04/06/2015
Close Date	04/07/2015	Narrative Date	04/10/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

What Can We Do Better?

Feedback/Concerns:	All in all I feel that this is the best car available for the money.
What has Chrysler done right?	I am an older driver () and this is one of the only cars I have driven that gives me the room and comfort I am looking for. I always drove Lincoln and Cadillac cars before and this car is equal in ride and comfort for a lot less money. I feel that dollar for dollar this is the best car on the market today.

Detail on High Rated Items

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	As I get older it is important to find a car that allows easy access. The fastest growing portion of the driving public is over 50 years of age because of the aging baby boomer population but I often feel that most car companies are abandoning us to appeal to younger drivers who don't have the money to buy new cars or the interest. My fellow older drivers have the disposable income to purchase new cars and are having a difficult time finding cars to meet our needs.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	I like the chrome wheels and chrome trim package on my 300C. I feel that it gives the car a great look and ride. My previous 300 had the 20" wheels and they gave a poor ride and I had tire problems from the beginning. I had to replace a blown tire with only 900 miles and had several flats. That is why I would like to be able to have a full sized spare. We own property in a remote part of North Dakota and I refuse to drive this car there because I am afraid of getting a flat tire with the difficulty in getting the tire fixed or finding a replacement.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	I use my blue tooth phone all the time and the system is easy to use and works well.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	This car is probably one of the quietest cars I have ever driven.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	I like that the navigation is simple to use and the radio controls are easy to use.

No Concerns

Please explain further about your choice to recommend your vehicle:	This is my second 300 and I have been very satisfied with the car except the gear selection is terrible but I noticed this has been replaced in the new model.
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Consumer Reports ratings. Motor Trend.
Would you recommend this vehicle to family or friends?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	mentioned above, blue tooth quit working. replaced part under warranty.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

About You

How many children 17 or under live in your household?	0.
Secondary vehicle in your household:	Armada. Nissan. 2012. Secondary Household Vehicle: Purchased New.
Please indicate your occupation.	Owner / Proprietor.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. 300. Chrysler. 2013.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Please indicate your ethnicity	
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.

About You	
Please indicate your highest education level	4 year college degree.
Please indicate your occupation status.	Employed.
What is your primary language?	English.
Please indicate your gender	█ .
What is your current marital status?	█
Please indicate the primary driver's age.	█

Air filter	
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than he one I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.

Vehicle Satisfaction Ratings	
Rear view styling (rear fascia, bumper)	4.
Vehicle storage and space usage	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Overall audio, entertainment, and navigation system impression	5.
Head/leg/foot room	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	comfort and ride quality
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Appearance of exterior paint	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Integration with phones	5.
Support for popular music/video formats	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Fuel economy and driving range	5.
Is there anything about your new vehicle you would like to see changed?	I would like to see a full sized spare tire or at least space to put one in the trunk.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Engine exhaust sound	4.
Ease of using system displays while driving	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
What is your attitude overall towards the BRAND of your new car?	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Climate control operation (function and ease of use)	4.
Clarity of sound	5.
Integration with media players	5.
Wheels, rims, and tires appearance and styling	5.
What is your attitude overall towards your new car?	5.

Engine Components	
Engine Components	Air filter.

Other component(s) replaced (not listed previously)	
Where did you take your vehicle to have the component replaced?	Took to a different dealer than he one I purchased my vehicle from.
Which other component(s) did you replace?	I had to replace a component in the blue tooth replaced under warranty. Would not sync with phone.
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.

Alignment	
Where did you take your vehicle to have the component replaced?	Took to an independent repair facility.

Alignment	
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	12-18 months into ownership.
How much did the replacement cost?	Under \$100.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.

Other Components	
Other Components	Other component(s) replaced (not listed previously).

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Steering, Handling, and Ride Components	
Steering, Handling, and Ride Components	Alignment.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG0DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	08/17/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6221210806
Transmission	DFG	8-SPD AUTO 8HP45 TRANS				Serial#	K198206898
Color	PWD	IVORY 3 COAT					

Report Number		System Key	241525669	Report Version	3	Open Date	10/10/2013
Close Date	10/10/2013	Narrative Date	10/15/2013	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG9DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	05/14/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1123310376
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K133361380
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	265565961	Report Version	1	Open Date	07/18/2014
Close Date	07/18/2014	Narrative Date	07/22/2014	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What year were you born?	2014-07-21 00:06:35.227
How many children 17 or under live in your household?	0. 2014-07-21 00:06:35.227
Please tell us about the vehicle you replaced (if applicable)	300. 2014-07-21 00:06:35.227 Chrysler. 2014-07-21 00:06:35.227 2006. 2014-07-21 00:06:35.227 Replaced Vehicle: Purchased New. 2014-07-21 00:06:35.227
Primary vehicle in your household:	Cadillac. 2014-07-21 00:06:35.227 SRX. 2014-07-21 00:06:35.227 Primary Household Vehicle: Purchased New. 2014-07-21 00:06:35.227 2013. 2014-07-21 00:06:35.227
What is your total household income (before taxes)?	More than \$200,000. 2014-07-21 00:06:35.227
What is your primary language?	English. 2014-07-21 00:06:35.227
Is this your first new vehicle ever purchased / leased?	No. 2014-07-21 00:06:35.227
Did you purchase or lease your vehicle?	Purchase. 2014-07-21 00:06:35.227
Which of the following best describes the area you live in?	Suburban. 2014-07-21 00:06:35.227
Please indicate your highest education level	4 year college degree. 2014-07-21 00:06:35.227
What price did you pay for your vehicle?	30,000 2014-07-21 00:06:35.227
Please indicate your ethnicity	. 2014-07-21 00:06:35.227
Please indicate your gender	. 2014-07-21 00:06:35.227
What is your current marital status?	. 2014-07-21 00:06:35.227

Voice Activation / Recognition doesnt recognize command

What button did you use?	on steering wheel 2014-07-21 00:06:35.227
How often does this trouble occur?	Trouble occurs regularly. 2014-07-21 00:06:35.227
Please describe when this trouble occurs:	When stating a name. The voice activation is not good. Does not recognize words like yacht...tried to find a yacht club and could not get computer to understand. Happens often enough that I do not use voice commands. Cadillac CUE is much better. 2014-07-21 00:06:35.227
Do you usually set HVAC vent direction toward ceiling?	No. 2014-07-21 00:06:35.227

Overview

Please explain further about your choice to recommend your vehicle:	This is a great car for the money. 2014-07-21 00:06:35.227
Would you recommend this vehicle to family or friends?	Yes. 2014-07-21 00:06:35.227
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail. 2014-07-21 00:06:35.227
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No. 2014-07-21 00:06:35.227
Have you taken the vehicle to a dealer to have your trouble corrected?	No. 2014-07-21 00:06:35.227
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). 2014-07-21 00:06:35.227
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied. 2014-07-21 00:06:35.227

Vehicle Satisfaction Ratings

Vehicle storage and space usage	3. 2014-07-21 00:06:35.227
How was your purchasing experience (the dealer/dealership)?	3. 2014-07-21 00:06:35.227
Rear view styling (rear fascia, bumper)	4. 2014-07-21 00:06:35.227
Ease of getting into and out of vehicle	4. 2014-07-21 00:06:35.227
Engine sound	4. 2014-07-21 00:06:35.227
Steering and handling (responsiveness, stability)	4. 2014-07-21 00:06:35.227

Vehicle Satisfaction Ratings	
Appearance of exterior paint	5. 2014-07-21 00:06:35.227
Interior noise level while driving	5. 2014-07-21 00:06:35.227
Fuel economy and driving range	5. 2014-07-21 00:06:35.227
Ride quality	5. 2014-07-21 00:06:35.227
Steering wheel adjustment	5. 2014-07-21 00:06:35.227
Climate control operation (function and ease of use)	5. 2014-07-21 00:06:35.227
What is your attitude overall towards your new car?	5. 2014-07-21 00:06:35.227
What is your attitude overall towards the BRAND of your new car?	5. 2014-07-21 00:06:35.227
Integration with media players	3. 2014-07-21 00:06:35.227
Transmission gear change performance (smoothness)	3. 2014-07-21 00:06:35.227
Ease of using system displays while driving	4. 2014-07-21 00:06:35.227
Navigation system route accuracy	4. 2014-07-21 00:06:35.227
Engine exhaust sound	4. 2014-07-21 00:06:35.227
Exterior design and appearance (overall impression)	5. 2014-07-21 00:06:35.227
Front view styling (front fascia, hood, grille, headlight area)	5. 2014-07-21 00:06:35.227
How do you feel about the VALUE of your new car? (i.e.	5. 2014-07-21 00:06:35.227
Is there anything about your new vehicle you would like to see changed?	button on gear shift 2014-07-21 00:06:35.227
Operating controls while driving (gear selector, turn signals, horn, etc.)	2. 2014-07-21 00:06:35.227
Clarity of sound	4. 2014-07-21 00:06:35.227
Wheels, rims, and tires appearance and styling	4. 2014-07-21 00:06:35.227
Head/leg/foot room	4. 2014-07-21 00:06:35.227
Location and usefulness of interior lighting	4. 2014-07-21 00:06:35.227
Brake responsiveness/effort	4. 2014-07-21 00:06:35.227
How do you feel about the durability of your new vehicle?	5. 2014-07-21 00:06:35.227
Side/profile view styling (driver's side or passenger's side exterior area)	4. 2014-07-21 00:06:35.227
Safety and visibility while driving	4. 2014-07-21 00:06:35.227
Engine performance during acceleration	4. 2014-07-21 00:06:35.227
Overall audio, entertainment, and navigation system impression	5. 2014-07-21 00:06:35.227
Integration with phones	5. 2014-07-21 00:06:35.227
Headlight illumination/performance during night-time driving	5. 2014-07-21 00:06:35.227
Interior comfort, design and appearance of interior (overall impression)	5. 2014-07-21 00:06:35.227
Seat adjustment and comfort	5. 2014-07-21 00:06:35.227
Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>	
Please indicate which of the following best describes your concern (check all that apply):	Navigation system is missing information. Nav will give you time of arrival but not how many miles until arrival. Would like to see miles as well. 2014-07-21 00:06:35.227
Please indicate which navigation system item has trouble (check all that apply):	Map is missing information. Mostly when it comes to points of interest. Will not show all coffee places or all gas stations...just some of them. 2014-07-21 00:06:35.227
Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command. 2014-07-21 00:06:35.227
Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions. 2014-07-21 00:06:35.227 Points of Interest not well defined. 2014-07-21 00:06:35.227
Entertainment/Navigation System/Connectivity>	
Please choose your cell phone carrier	Verizon Wireless. 2014-07-21 00:06:35.227
Please choose your cell phone brand	Apple. 2014-07-21 00:06:35.227
Please tell us your cell phone model	iphone 5 2014-07-21 00:06:35.227
Entertainment/Navigation System/Connectivity	none 2014-07-21 00:06:35.227
Welcome>	
Are you the primary driver of this vehicle?	Yes. 2014-07-21 00:06:35.227
Please tell us how many miles are currently on your vehicle:	5,000-6,999. 2014-07-21 00:06:35.227
What Can We Do Better?>	
What has Chrysler done right?	The dash display is very good. The NAV system is good with the exception of missing the miles display I mention earlier. 2014-07-21 00:06:35.227

What Can We Do Better?>

Feedback/Concerns:

The only thing about the car that is poorly designed is the button on the gear shift knob. Why make us push a button in to get into drive? I understand pushing it to get out of park but if you go from park to reverse to drive you have to time the button just right or you stay in neutral. It is annoying and not necessary. 2014-07-21 00:06:35 227

Continuous Quality Insight

Continuous Quality Insight

Entertainment/Navigation System/Connectivity. 2014-07-21 00:06:35.227

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No. 2014-07-21 00:06:35.227

Points of Interest not well defined

Please describe the trouble with the Points of Interest within the Navigation system

already did on previous page 2014-07-21 00:06:35.227

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

gear shift button 2014-07-21 00:06:35.227

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG3DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	06/25/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6167320102
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K172363546
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	265565953	Report Version	1	Open Date	07/18/2014
Close Date	07/18/2014	Narrative Date	07/22/2014	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Ease of using system displays while driving	5. 2014-07-21 00:06:35.227
Rear view styling (rear fascia, bumper)	5. 2014-07-21 00:06:35.227
Head/leg/foot room	5. 2014-07-21 00:06:35.227
Location and usefulness of interior lighting	5. 2014-07-21 00:06:35.227
Engine sound	5. 2014-07-21 00:06:35.227
Steering and handling (responsiveness, stability)	5. 2014-07-21 00:06:35.227
What is your attitude overall towards your new car?	4. 2014-07-21 00:06:35.227
What is your attitude overall towards the BRAND of your new car?	4. 2014-07-21 00:06:35.227
Front view styling (front fascia, hood, grille, headlight area)	5. 2014-07-21 00:06:35.227
Wheels, rims, and tires appearance and styling	5. 2014-07-21 00:06:35.227
Vehicle storage and space usage	5. 2014-07-21 00:06:35.227
Climate control operation (function and ease of use)	5. 2014-07-21 00:06:35.227
How was your purchasing experience (the dealer/dealership)?	5. 2014-07-21 00:06:35.227
What are your favorite parts of your new vehicle?	Styling and comfort 2014-07-21 00:06:35.227
Operating controls while driving (gear selector, turn signals, horn, etc.)	3. 2014-07-21 00:06:35.227
How do you feel about the VALUE of your new car? (i.e.	3. 2014-07-21 00:06:35.227
Ease of getting into and out of vehicle	4. 2014-07-21 00:06:35.227
Transmission gear change performance (smoothness)	4. 2014-07-21 00:06:35.227
Clarity of sound	5. 2014-07-21 00:06:35.227
Integration with media players	5. 2014-07-21 00:06:35.227
Support for popular music/video formats	5. 2014-07-21 00:06:35.227
Appearance of exterior paint	5. 2014-07-21 00:06:35.227
Safety and visibility while driving	5. 2014-07-21 00:06:35.227
Engine performance during acceleration	5. 2014-07-21 00:06:35.227
Fuel economy and driving range	5. 2014-07-21 00:06:35.227
Ride quality	5. 2014-07-21 00:06:35.227
Headlight illumination/performance during night-time driving	5. 2014-07-21 00:06:35.227
Steering wheel adjustment	5. 2014-07-21 00:06:35.227
Engine exhaust sound	5. 2014-07-21 00:06:35.227
Interior noise level while driving	3. 2014-07-21 00:06:35.227
Seat adjustment and comfort	4. 2014-07-21 00:06:35.227
Overall audio, entertainment, and navigation system impression	5. 2014-07-21 00:06:35.227
Exterior design and appearance (overall impression)	5. 2014-07-21 00:06:35.227
Side/profile view styling (driver's side or passenger's side exterior area)	5. 2014-07-21 00:06:35.227

Brake System>Brake Noise>

Brake Noise	Brakes are excessively noisy. 2014-07-21 00:06:35.227
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About You

What is your current marital status?	. 2014-07-21 00:06:35.227
Did you purchase or lease your vehicle?	Lease. 2014-07-21 00:06:35.227
Is this your first new vehicle ever purchased / leased?	No. 2014-07-21 00:06:35.227
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. 2014-07-21 00:06:35.227 Dealership information. 2014-07-21 00:06:35.227
What price did you pay for your vehicle?	34,003 2014-07-21 00:06:35.227
Please indicate your highest education level	4 year college degree. 2014-07-21 00:06:35.227
Please tell us about the vehicle you replaced (if applicable)	Cadillac. 2014-07-21 00:06:35.227 Replaced Vehicle: Purchased Used. 2014-07-21 00:06:35.227 SRX. 2014-07-21 00:06:35.227 2010. 2014-07-21 00:06:35.227

About You	
What is your primary language?	English. 2014-07-21 00:06:35.227
What is your total household income (before taxes)?	\$40,000 - \$59,999. 2014-07-21 00:06:35.227
How many children 17 or under live in your household?	0. 2014-07-21 00:06:35.227
Primary vehicle you were considering:	Dodge. 2014-07-21 00:06:35.227 Charger. 2014-07-21 00:06:35.227
Please indicate your ethnicity	[REDACTED]. 2014-07-21 00:06:35.227
Please indicate your gender	[REDACTED]. 2014-07-21 00:06:35.227
Which of the following best describes the area you live in?	Rural. 2014-07-21 00:06:35.227
Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied. 2014-07-21 00:06:35.227
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only. 2014-07-21 00:06:35.227
Would you recommend this vehicle to family or friends?	No. 2014-07-21 00:06:35.227
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. On brake pedal issue a new brake assy. was installed. No change to noise after new parts installed. 2014-07-21 00:06:35.227
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes. 2014-07-21 00:06:35.227
Was the trouble resolved to your satisfaction?	No. 2014-07-21 00:06:35.227
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). 2014-07-21 00:06:35.227
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes. 2014-07-21 00:06:35.227
Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery. 2014-07-21 00:06:35.227
Approximate mileage when trouble was first noticed was:	0 - 1499 miles. 2014-07-21 00:06:35.227
How often does this trouble occur?	Trouble occurs regularly. 2014-07-21 00:06:35.227
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense. 2014-07-21 00:06:35.227
Going into which position is the gear selector difficult to operate? (check all that apply):	Other (please explain in Additional Comments box below). I do not like the rocking style of shifting into gear. I have been in reverse when I thought I was in park (for example). 2014-07-21 00:06:35.227
Welcome>	
Are you the primary driver of this vehicle?	Yes. 2014-07-21 00:06:35.227
Please tell us how many miles are currently on your vehicle:	5,000-6,999. 2014-07-21 00:06:35.227
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes. 2014-07-21 00:06:35.227
Continuous Quality Insight	
Continuous Quality Insight	Features/Controls/Displays. 2014-07-21 00:06:35.227 Brake System. 2014-07-21 00:06:35.227 Transmission and Drivetrain. 2014-07-21 00:06:35.227
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	already noted issues that I am disappointed with. 2014-07-21 00:06:35.227
Brake System>Brake Noise>Brakes are excessively noisy>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery. 2014-07-21 00:06:35.227
Additional Comments:	brake pedal assembly noise. Noise heard after stopping at stop signs and traffic lights, after removing foot from pedal and pedal returns to resting position. This "clunk" can be heard in the cabin of the car. 2014-07-21 00:06:35.227
Approximate mileage when trouble was first noticed was:	0 - 1499 miles. 2014-07-21 00:06:35.227
Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). 2014-07-21 00:06:35.227
What Can We Do Better?>	
What has Chrysler done right?	I had a noise in driver seat that was corrected by my dealership service department. 2014-07-21 00:06:35.227

Customer Complaint Report

VIN	2C3CCAGG8DH	Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	09/11/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6237221138
Transmission	DFG	8-SPD AUTO 8HP45 TRANS				Serial#	M215281133
Color	PX8	GLOSS BLACK					

Report Number		System Key	237093712	Report Version	3	Open Date	08/13/2013
Close Date	08/13/2013	Narrative Date	08/16/2013	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG6DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	06/03/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6145321837
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K153361388
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	246121705	Report Version	2	Open Date	12/11/2013
Close Date	12/11/2013	Narrative Date	12/13/2013	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG8DH	Model Year	2013	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	07/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6162311336
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K178361375
Color	PSC	BILLET METALLIC CLEAR COAT					

Report Number		System Key	264742290	Report Version	3	Open Date	07/14/2014
Close Date	07/14/2014	Narrative Date	07/17/2014	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What is your primary language?	English. 2014-07-17 00:51:59.883
Secondary vehicle in your household:	Fiero. 2014-07-17 00:51:59.883 Secondary Household Vehicle: Purchased New. 2014-07-17 00:51:59.883 1988. 2014-07-17 00:51:59.883 Pontiac. 2014-07-17 00:51:59.883
Please indicate your highest education level	Graduate degree. 2014-07-17 00 51:59.883
What is your current marital status?	. 2014-07-17 00:51:59.883
Is this your first new vehicle ever purchased / leased?	No. 2014-07-17 00:51:59.883
Primary vehicle you were considering:	Primary Considered Vehicle: New. 2014-07-17 00:51:59.883 2014. 2014-07-17 00:51:59.883 Chevrolet. 2014-07-17 00:51:59.883 Impala. 2014-07-17 00:51:59.883 Purchase. 2014-07-17 00:51:59.883
Did you purchase or lease your vehicle?	Replaced Vehicle: Purchased New. 2014-07-17 00:51:59.883
Please tell us about the vehicle you replaced (if applicable)	Buick. 2014-07-17 00:51:59.883 Park Avenue. 2014-07-17 00:51:59.883 2003. 2014-07-17 00:51:59.883 Suburban. 2014-07-17 00:51:59.883
Which of the following best describes the area you live in?	Interior spaciousness. Trunk size. 2014-07-17 00:51:59.883
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Consumer Reports ratings. 2014-07-17 00:51 59.883 Dealership information. 2014-07-17 00:51:59.883 Vehicle test drive. 2014-07-17 00 51:59.883 Automotive magazines. 2014-07-17 00:51:59.883
Which, if any, influenced your purchase decision? (check all that apply):	CTS Sedan. 2014-07-17 00:51:59.883 Secondary Considered Vehicle: New. 2014-07-17 00 51:59.883 Cadillac. 2014-07-17 00:51:59.883 2014. 2014-07-17 00:51:59.883 Lucerne. 2014-07-17 00:51:59.883 Buick. 2014-07-17 00:51:59.883 2006. 2014-07-17 00:51:59.883 Primary Household Vehicle: Purchased New. 2014-07-17 00 51:59.883
Secondary vehicle you were considering:	. 2014-07-17 00:51:59.883 . 2014-07-17 00:51:59.883 . 2014-07-17 00:51:59.883
Primary vehicle in your household:	\$150,000 - \$199,999. 2014-07-17 00:51:59.883 0. 2014-07-17 00:51:59.883 Sticker price: \$44,125 2014-07-17 00:51:59.883
Please indicate your gender	
Please indicate your ethnicity	
What year were you born?	
What is your total household income (before taxes)?	
How many children 17 or under live in your household?	
What price did you pay for your vehicle?	

Overview

Would you recommend this vehicle to family or friends?	No. 2014-07-17 00:51:59.883
Please provide feedback on how Chrysler can improve the Smartphone Application	None 2014-07-17 00:51:59.883
Which feature or section of the Smartphone Application did you find least helpful and why?	None 2014-07-17 00:51:59.883
Smartphone Application covers the necessary features	4 (agree). 2014-07-17 00:51 59.883
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. 2014-07-17 00:51:59.883
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes. 2014-07-17 00:51:59.883

Overview	
The Smartphone Application format is easy to understand and use	4 (agree). 2014-07-17 00:51:59.883
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes. 2014-07-17 00:51:59.883
Which feature or section of the Smartphone Application did you find most helpful and why?	All equally helpful 2014-07-17 00:51:59.883
Please explain further about your choice to recommend your vehicle:	Drivers seat discomfort and shifting issues should not be an issue with a \$40K automobile. 2014-07-17 00:51:59.883
What information did you need that was not included in the Smartphone Application?	None 2014-07-17 00:51:59.883
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied. 2014-07-17 00:51:59.883
Was the trouble resolved to your satisfaction?	No. 2014-07-17 00:51:59.883
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail. 2014-07-17 00:51:59.883
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes. 2014-07-17 00:51:59.883
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied). 2014-07-17 00:51:59.883
Information in the Smartphone Application is easy to find and access	4 (agree). 2014-07-17 00:51:59.883
Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Other (please describe). It can occur under any of the conditions noted. 2014-07-17 00:51:59.883
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). When slowing to a stop, there is often a clunking feeling as the transmission downshifts into 1st gear. This problem was noted every time when new and the dealer did some work on it. It now just does it every now and then. 2014-07-17 00:51:59.883
Additional Comments:	None 2014-07-17 00:51:59.883
Please describe conditions when this trouble occurs:	When slowing to a stop. 2014-07-17 00:51:59.883
How often does this trouble occur?	Trouble occurs intermittently. 2014-07-17 00:51:59.883
To the best of your recollection, the trouble was first noticed:	At delivery. 2014-07-17 00:51:59.883
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Braking. See above/ 2014-07-17 00:51:59.883
Approximate mileage when trouble was first noticed was:	0 - 1499 miles. 2014-07-17 00:51:59.883
Seats>Seat Material>Seat material concerns>	
How often does this trouble occur?	Trouble occurs regularly. 2014-07-17 00:51:59.883
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery. 2014-07-17 00:51:59.883
Please describe conditions when this trouble occurs:	See comment under "driver seat" above. 2014-07-17 00:51:59.883
Please indicate which seat has trouble with its material (check all that apply):	Driver's seat. Seat design puts pressure on my hamstring muscle causing discomfort on medium and long length travel. 2014-07-17 00:51:59.883
Additional Comments:	I have had to purchase a gel seat pad to resolve the issue. 2014-07-17 00:51:59.883
Seat material trouble is:	Other (please describe). 2014-07-17 00:51:59.883
Approximate mileage when trouble was first noticed was:	0 - 1499 miles. 2014-07-17 00:51:59.883
Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
How often does this trouble occur?	Trouble occurs regularly. 2014-07-17 00:51:59.883
Additional Comments:	This is a design issue. Pushing a button and then operating the shifter on the eight speed transmission is not intuitive and is still awkward after driving the car for none months. 2014-07-17 00:51:59.883
To the best of your recollection, the trouble was first noticed:	At delivery. 2014-07-17 00:51:59.883
Approximate mileage when trouble was first noticed was:	0 - 1499 miles. 2014-07-17 00:51:59.883
Please describe conditions when this trouble occurs:	Any time shifting gears is required. 2014-07-17 00:51:59.883
Why is the gear selector difficult to operate?	Other (please describe). 2014-07-17 00:51:59.883
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. 2014-07-17 00:51:59.883
Welcome>	
Are you the primary driver of this vehicle?	Yes. 2014-07-17 00:51:59.883
Please tell us how many miles are currently on your vehicle:	More than 10,000. 2014-07-17 00:51:59.883
Detail on High Rated Items	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	I like the design. 2014-07-17 00:51:59.883
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	None 2014-07-17 00:51:59.883
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	Safety features are excellent. 2014-07-17 00:51:59.883
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Sound is clear. 2014-07-17 00:51:59.883

Detail on High Rated Items

You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Ditto 2014-07-17 00:51:59.883
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	I am [REDACTED] and getting in and out of the driver's seat is easy for me. 2014-07-17 00:51:59 883
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Bluetooth connection is easy. 2014-07-17 00:51:59.883
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Ditto 2014-07-17 00:51:59.883
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	None 2014-07-17 00:51:59.883
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	None 2014-07-17 00:51:59.883
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	None 2014-07-17 00:51:59.883
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Controls (other than voice commands) are easy to use. 2014-07-17 00:51:59.883
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Design is good. 2014-07-17 00:51:59.883
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Have not been given a bum steer yet. 2014-07-17 00:51:59.883
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	None 2014-07-17 00:51:59.883
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	Nothing additional 2014-07-17 00:51 59.883
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The handling in parking lots and on the road is excellent. 2014-07-17 00:51:59.883
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	This adjustment is very flexible. 2014-07-17 00:51:59.883
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	USB port very useful. 2014-07-17 00:51:59.883
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Ditto 2014-07-17 00:51:59.883
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Have covered this in previous comments. 2014-07-17 00 51:59.883

Vehicle Satisfaction Ratings

Seat adjustment and comfort	1. 2014-07-17 00:51:59.883
Transmission gear change performance (smoothness)	1. 2014-07-17 00:51:59.883
Is there anything about your new vehicle you would like to see changed?	Front seat design. Transmission operation. More trunk space. 2014-07-17 00:51:59 883
How do you feel about the durability of your new vehicle?	3. 2014-07-17 00:51:59.883
Ease of using system displays while driving	4. 2014-07-17 00:51:59.883
Interior comfort, design and appearance of interior (overall impression)	4. 2014-07-17 00:51:59.883
Engine performance during acceleration	4. 2014-07-17 00:51:59.883
Front view styling (front fascia, hood, grille, headlight area)	5. 2014-07-17 00:51:59.883
Wheels, rims, and tires appearance and styling	5. 2014-07-17 00:51:59.883
Steering wheel adjustment	5. 2014-07-17 00:51:59.883
Engine exhaust sound	5. 2014-07-17 00:51:59.883
Overall audio, entertainment, and navigation system impression	5. 2014-07-17 00:51:59.883
Integration with phones	5. 2014-07-17 00:51:59.883
Navigation system route accuracy	5. 2014-07-17 00:51:59.883
Exterior design and appearance (overall impression)	5. 2014-07-17 00:51:59.883
Side/profile view styling (driver's side or passenger's side exterior area)	5. 2014-07-17 00:51:59.883
Safety and visibility while driving	5. 2014-07-17 00:51:59.883
What is your attitude overall towards your new car?	3. 2014-07-17 00:51:59.883
How do you feel about the VALUE of your new car? (i.e.	3. 2014-07-17 00:51:59.883
Headlight illumination/performance during night-time driving	4. 2014-07-17 00:51:59.883
Engine sound	4. 2014-07-17 00:51:59.883
Fuel economy and driving range	4. 2014-07-17 00:51:59.883
Ride quality	4. 2014-07-17 00:51:59.883
What are your favorite parts of your new vehicle?	Handling 2014-07-17 00:51:59.883
Head/leg/foot room	2. 2014-07-17 00:51:59.883
Operating controls while driving (gear selector, turn signals, horn, etc.)	2. 2014-07-17 00:51:59.883
Vehicle storage and space usage	4. 2014-07-17 00:51:59.883
How was your purchasing experience (the dealer/dealership)?	4. 2014-07-17 00:51:59.883
Rear view styling (rear fascia, bumper)	5. 2014-07-17 00:51:59.883

Vehicle Satisfaction Ratings	
Location and usefulness of interior lighting	5. 2014-07-17 00:51:59.883
Climate control operation (function and ease of use)	5. 2014-07-17 00:51:59.883
Clarity of sound	5. 2014-07-17 00:51:59.883
Integration with media players	5. 2014-07-17 00:51:59.883
Support for popular music/video formats	5. 2014-07-17 00:51:59.883
Appearance of exterior paint	5. 2014-07-17 00:51:59.883
Ease of getting into and out of vehicle	5. 2014-07-17 00:51:59.883
Brake responsiveness/effort	5. 2014-07-17 00:51:59.883
Steering and handling (responsiveness, stability)	5. 2014-07-17 00:51:59.883
What is your attitude overall towards the BRAND of your new car?	3. 2014-07-17 00:51:59.883
Interior noise level while driving	4. 2014-07-17 00:51:59.883

Seats>Seat Material>	
Seat Material	Seat material concerns. 2014-07-17 00:51:59.883

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. 2014-07-17 00:51:59 883
	Gear selector is difficult to operate (auto. trans.). 2014-07-17 00:51:59.883

What Can We Do Better?>	
What has Chrysler done right?	Handling is great! Dash info systems are good (except the voice command feature). Safety features are very good. 2014-07-17 00:51:59.883
Feedback/Concerns:	Design a more comfortable front seat. Smooth out the eight speed transmission. Go back to a more conventional shifting device. Provide more rear seat legroom. Provide enough trunk space to accommodate 4 sets of golf clubs. 2014-07-17 00:51:59 883

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Front seat discomfort. Transmission issues when slowing down. Shifter not intuitive. Trunk space could be larger. 2014-07-17 00:51:59.883
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	I expected an eight speed transmission to be very smooth and it is not. 2014-07-17 00:51:59 883
You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.	Front seat design causes me leg discomfort on medium and long length trips. 2014-07-17 00:51:59.883

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No. 2014-07-17 00:51:59.883

Continuous Quality Insight	
Continuous Quality Insight	Seats. 2014-07-17 00:51:59.883
	Transmission and Drivetrain. 2014-07-17 00:51:59.883

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG6DH	Model Year	2013	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	10/17/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6279221528
Transmission	DFG	8-SPD AUTO 8HP45 TRANS				Serial#	M230287312
Color	PX8	GLOSS BLACK					

Report Number		System Key	226958575	Report Version	2	Open Date	03/15/2013
Close Date	03/15/2013	Narrative Date	04/10/2013	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Lookup

Customer Complaint Report

VIN	2C3GCAEG9DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/17/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1161310283
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K165361515
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	264563704	Report Version	3	Open Date	07/13/2014
Close Date	07/13/2014	Narrative Date	07/16/2014	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Just as above 2014-07-16 00:04:09.110
What are your favorite parts of your new vehicle?	The color and design, also the paint protection 2014-07-16 00:04:09.110
Seat adjustment and comfort	3. 2014-07-16 00:04:09.110
Overall audio, entertainment, and navigation system impression	5. 2014-07-16 00:04:09.110
Integration with phones	5. 2014-07-16 00:04:09.110
Vehicle storage and space usage	5. 2014-07-16 00:04:09.110
Head/leg/foot room	5. 2014-07-16 00:04:09.110
Operating controls while driving (gear selector, turn signals, horn, etc.)	5. 2014-07-16 00:04:09.110
Location and usefulness of interior lighting	5. 2014-07-16 00:04:09.110
Engine sound	5. 2014-07-16 00:04:09.110
Brake responsiveness/effort	5. 2014-07-16 00:04:09.110
How do you feel about the durability of your new vehicle?	5. 2014-07-16 00:04:09.110
How do you feel about the VALUE of your new car? (i.e.	5. 2014-07-16 00:04:09.110
Fuel economy and driving range	4. 2014-07-16 00:04:09.110
Ease of using system displays while driving	5. 2014-07-16 00:04:09.110
Support for popular music/video formats	5. 2014-07-16 00:04:09.110
Appearance of exterior paint	5. 2014-07-16 00:04:09.110
Rear view styling (rear fascia, bumper)	5. 2014-07-16 00:04:09.110
Ease of getting into and out of vehicle	5. 2014-07-16 00:04:09.110
Interior noise level while driving	5. 2014-07-16 00:04:09.110
Transmission gear change performance (smoothness)	5. 2014-07-16 00:04:09.110
Ride quality	5. 2014-07-16 00:04:09.110
Steering and handling (responsiveness, stability)	5. 2014-07-16 00:04:09.110
Integration with media players	5. 2014-07-16 00:04:09.110
Exterior design and appearance (overall impression)	5. 2014-07-16 00:04:09.110
Front view styling (front fascia, hood, grille, headlight area)	5. 2014-07-16 00:04:09.110
Wheels, rims, and tires appearance and styling	5. 2014-07-16 00:04:09.110
Interior comfort, design and appearance of interior (overall impression)	5. 2014-07-16 00:04:09.110
Steering wheel adjustment	5. 2014-07-16 00:04:09.110
Climate control operation (function and ease of use)	5. 2014-07-16 00:04:09.110
Engine exhaust sound	5. 2014-07-16 00:04:09.110
How was your purchasing experience (the dealer/dealership)?	5. 2014-07-16 00:04:09.110
What is your attitude overall towards your new car?	5. 2014-07-16 00:04:09.110
What is your attitude overall towards the BRAND of your new car?	5. 2014-07-16 00:04:09.110
Safety and visibility while driving	4. 2014-07-16 00:04:09.110
Clarity of sound	5. 2014-07-16 00:04:09.110
Navigation system route accuracy	5. 2014-07-16 00:04:09.110
Side/profile view styling (driver's side or passenger's side exterior area)	5. 2014-07-16 00:04:09.110
Headlight illumination/performance during night-time driving	5. 2014-07-16 00:04:09.110
Engine performance during acceleration	5. 2014-07-16 00:04:09.110

About You

What is your total household income (before taxes)?	\$125,000 - \$149,999. 2014-07-16 00:04:09.110
Please indicate your ethnicity	2014-07-16 00:04:09.110
Primary vehicle you were considering:	Chevrolet. 2014-07-16 00:04:09.110 2013. 2014-07-16 00:04:09.110 Camaro. 2014-07-16 00:04:09.110 Primary Considered Vehicle: New. 2014-07-16 00:04:09.110
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand. 2014-07-16 00:04:09.110

About You	
What price did you pay for your vehicle?	Vehicle test drive. 2014-07-16 00:04:09.110 40,000+ 2014-07-16 00:04:09.110
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Options available on car in stock 2014-07-16 00:04:09.110
What is your primary language?	English. 2014-07-16 00:04:09.110
Is this your first new vehicle ever purchased / leased?	No. 2014-07-16 00:04:09.110
Did you purchase or lease your vehicle?	Purchase. 2014-07-16 00:04:09.110
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2014-07-16 00:04:09.110 2007. 2014-07-16 00:04:09.110 300. 2014-07-16 00:04:09.110 Chrysler. 2014-07-16 00:04:09.110 Suburban. 2014-07-16 00:04:09.110
Which of the following best describes the area you live in?	2014-07-16 00:04:09.110
What year were you born?	0. 2014-07-16 00:04:09.110
How many children 17 or under live in your household?	. 2014-07-16 00:04:09.110
Please indicate your gender	2014-07-16 00:04:09.110
What is your current marital status?	2014-07-16 00:04:09.110
Please indicate your highest education level	Trade / technical school. 2014-07-16 00:04:09.110
Continuous Quality Insight	
Continuous Quality Insight	Features/Controls/Displays. 2014-07-16 00:04:09.110
Overview	
Have you taken the vehicle to a dealer to have your trouble corrected?	No. 2014-07-16 00:04:09.110
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes. 2014-07-16 00:04:09.110
Would you recommend this vehicle to family or friends?	Yes. 2014-07-16 00:04:09.110
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only. 2014-07-16 00:04:09.110
Please explain further about your choice to recommend your vehicle:	this is our second 300 and we love the features and the design, except for the gear shift is too touchy for my husband. I don't mind it though. 2014-07-16 00:04:09.110
Smartphone Application covers the necessary features	5 (strongly agree). 2014-07-16 00:04:09.110
Information in the Smartphone Application is easy to find and access	5 (strongly agree). 2014-07-16 00:04:09.110
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes. 2014-07-16 00:04:09.110
The Smartphone Application format is easy to understand and use	5 (strongly agree). 2014-07-16 00:04:09.110
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied. 2014-07-16 00:04:09.110
Blind spot monitoring/warning system works properly, but is difficult to understand/use; controls/displays are in a poor location	
Please indicate why the blind spot monitoring/warning system is difficult to understand/use or is in a poor location (check all that apply):	Other (please describe). The blind spot is not the mirrors it is the area holding the front window in place. It is too wide and blocks your side vision when at a stop sign. 2014-07-16 00:04:09.110
Features/Controls/Displays>Displays and Instruments>	
Displays and Instruments	Blind spot monitoring/warning system works properly, but is difficult to understand/use; controls/displays are in a poor location. 2014-07-16 00:04:09.110
Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera works properly, but difficult to understand/use; controls in a poor location>	
Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):	Other (please describe in the Additional Comments box below). Not usable when backing toward the sun. Too much glare on the camera. 2014-07-16 00:04:09.110
Please indicate which of the following best describes your concern (check all that apply):	Poor location. 2014-07-16 00:04:09.110
Features/Controls/Displays>Features and Controls>	
Features and Controls	Reverse-Camera. 2014-07-16 00:04:09.110
Features/Controls/Displays>Features and Controls>Reverse-Camera>	
Reverse-Camera	Reverse-camera works properly, but difficult to understand/use; controls in a poor location. 2014-07-16 00:04:09.110
What Can We Do Better?>	
What has Chrysler done right?	The design is awesome and so different from everything else out there. I love having something that I can find in the parking lot because of it's design. 2014-07-16 00:04:09.110
Feedback/Concerns:	I think maybe changing the gearshift and adding the rear view mirror to the auto seat and side mirrors to the drivers choices. 2014-07-16 00:04:09.110

Welcome>	
Are you the primary driver of this vehicle?	Yes. 2014-07-16 00:04:09.110
Please tell us how many miles are currently on your vehicle:	5,000-6,999. 2014-07-16 00:04:09.110
Detail on High Rated Items	
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I chose the camaro and the 300 to compare because of style. We decided on the 300 due to the many options. 2014-07-16 00:04:09.110
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No. 2014-07-16 00:04:09.110

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG1E[REDACTED]	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	06/04/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6144420298
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K153461328
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number	[REDACTED]	System Key	291975414	Report Version	1	Open Date	04/23/2015
Close Date	04/23/2015	Narrative Date	04/24/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Voice Activation / Recognition finishes before completing a command

What button did you use?	Button on the steering wheel.
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When stating a name.
Do you usually set HVAC vent direction toward ceiling?	No.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Ease of entering/exiting. Comfort.
Is there anything about your new vehicle you would like to see changed?	Electronic shifter. Trip computer.
Ease of using system displays while driving	1.
How was your purchasing experience (the dealer/dealership)?	3.
Appearance of exterior paint	4.
Engine sound	4.
Fuel economy and driving range	4.
How do you feel about the durability of your new vehicle?	4.
Integration with phones	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Integration with media players	3.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Engine exhaust sound	3.
What is your attitude overall towards your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Brake responsiveness/effort	5.
Climate control operation (function and ease of use)	2.
Overall audio, entertainment, and navigation system impression	3.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	4.
Clarity of sound	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
What is your attitude overall towards the BRAND of your new car?	5.

Entertainment/Navigation System/Connectivity

Please tell us your cell phone model	Galaxy
Please choose your cell phone brand	Samsung.

Detail on High Rated Items	
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Love the hands-free phone.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	This is the number 1 reason we selected this vehicle.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Distinctive styling with nice lines and details.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Shifter. Information display between the gauges.
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	The electronic shifter seems like an unnecessary gimmick. After 8 months driving this car I still frequently end up with the selector in the wrong position.
You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.	The information display between the gauges that contains trip information is much more cumbersome to use than in the older 300 it replaced. Arrowing up/down /left/right to move from one feature to another is distracting.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	One item I did not mention is that the carpets/mats got very dirty very quickly. This despite us only entering from pavement or cement. They are a light color so I expected them to be a little difficult to keep clean, but they looked terrible within a few weeks and they just won't come clean. Not sure what the problem is but I've never encountered this on any car before.
Overview	
Please explain further about your choice to recommend your vehicle:	This was the most comfortable of all the vehicles I considered. Particularly for getting in and out of. I seems slightly less comfortable in that regard than the older style 300 it replaced which seemed a little taller. But it was still the best option for us.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Printed User Guide covers the necessary features	5 (strongly agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). Several classic car magazines.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
About You	
What is your total household income (before taxes)?	\$80,000 - \$99,999.
Vehicle availability	1.
Trade-in allowance	1.
Dealership treatment	1.
Vehicle styling	1.
Please indicate your ethnicity	
Which, if any, influenced your purchase decision? (check all that apply):	Edmunds. Kelley Blue Book. Image that the vehicle portrays. Internet research. Previous experience with the vehicle/brand. Value for the money. Vehicle test drive.

About You

Primary vehicle in your household:

Forester.
2012.
Subaru.
Primary Household Vehicle: Purchased New.
High school degree / GED.

Please indicate your highest education level

Lease.

Did you purchase or lease your vehicle?

No.

Is this your first new vehicle ever purchased / leased?

Replaced Vehicle: Purchased New.

Please tell us about the vehicle you replaced (if applicable)

Chrysler.

2007.

300.

When considering this vehicle

Research online.

Test drive the vehicle.

Visit the dealership.

Which of the following best describes the area you live in?

Suburban.

Convenience of dealership location

1.

Financing options

1.

What is your average miles per gallon (MPG) with your vehicle?

19-20 mpg.

Primary vehicle you were considering:

2014.

Ford.

Fusion.

Primary Considered Vehicle: New.

Please indicate the primary driver's age.

English.

What is your primary language?

Please indicate your gender

.

What is your current marital status?

Vehicle quality

1.

What price did you pay for your vehicle?

33,000

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Not as comfortable. Difficult to enter and exit.

How may children 17 or under live in your household?

0.

Price

1.

Ability to test drive

1.

Vehicle performance

1.

Vehicle fuel economy

1.

Please indicate your occupation.

Please indicate your occupation status.

Retired.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):

All positions.

Additional Comments:

This electronic shifter has feel to it. Finding a gear requires physically looking down at the shifter or at the indicator on the dashboard. The once simple action of placing the car in park (or any gear) now must be visually verified. I despise this shifter. I consider it a potential safety issue as the car frequently ends up in an unintended gear. Putting the car into drive frequently results in it inadvertently ending up in low. This is the worst single feature about this car,

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

At delivery.

Why is the gear selector difficult to operate?

Other (please describe).

Hands-Free Phone / Bluetooth system voice activation doesn't recognize command

Do you usually set HVAC vent direction toward ceiling?

No.

Please indicate which words, if any, are constantly misrecognized:

There is a narrow window for the system to recognize a command. A small message is displayed when the system is ready for a command, however this requires taking my eyes off the road to watch for the indication. I frequently miss it. Then the system, trying to be helpful, gives me a long audio message about my options. I have to wait for it to be completed... then wait for the green text before I can try again. Sometimes I must try three or four times to make a call. Also, when driving with the window open as I often do, the system generally can not recognize my commands.

Please describe when this trouble occurs:

Other: Please describe when this trouble occurs. Any time driving with a window open.

What button did you use?

Button located on the steering wheel.

How often does this trouble occur?

Trouble occurs regularly.

Voice Activation / Recognition doesn't recognize command

Voice Activation / Recognition doesn't recognize command	
Please describe when this trouble occurs:	Other: Please describe when this trouble occurs. When a window is open.
Do you usually set HVAC vent direction toward ceiling?	No.
What button did you use?	Button on the steering wheel.
How often does this trouble occur?	Trouble occurs regularly.

Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location	
Additional Comments:	Cumbersome and distracting to navigate the menu on this display. Much less user friendly than on the 2007 Chrysler 300 this car replaced.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. Frustration is with the display between the gauges though I don't see a place to comment on that in this survey.

What Can We Do Better?	
Feedback/Concerns:	The Crown Vic and Grand Marquis are gone. The new 300 seems lower and less upright than the older style. Those of us over 50 are left with few choices for vehicles we can be comfortable in. Also the electronic gadgetry seems to be getting less intuitive. Please keep the over 50 population in mind as changes are made. The one feature I desperately want in our next car (in two years) is rear cameras on the corners of the bumper so I can see crossing traffic as I back out from between pickups and SUVs. This would be a simple and much appreciated feature.
What has Chrysler done right?	The 300 is still a very comfortable car for older drivers. In its price range, it is the best choice for a large person with a bad back and other age related issues. The size, power, quality, and accessories, are all just about right for us.

Difficulty accessing Points of Interest	
Please describe the trouble with the Points of Interest within the Navigation system	Have had passengers resort to using nav on their cell phones to find locations because in-car nav can not locate destinations.

Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.

Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. My concern is with the operation of the small display between the gauges where trip information is displayed. Navigating around with up and down and side to side arrows to switch between functions like MPG and time or distance is cumbersome and distracting.

Navigation system works, but missing information; has incorrect information; gives wrong directions	
Please indicate which of the following best describes your concern (check all that apply):	Navigation system gives wrong directions. System often ineffective in city driving. Navigation system is missing information. Frequently can not locate destinations.
Additional Comments:	Can not figure out how to cancel navigation. Sometimes I want to use an interim point and I can not easily clear it out so system keeps trying to take me back. Speed indicated on display turns dark red and number becomes unreadable if posted speed is exceeded by even 1 MPH. Traffic information not displayed. No indication of distance remaining to destination. No range displayed on map.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but traffic information doesn't work / or is difficult to understand. Difficulty accessing Points of Interest. Navigation system works, but missing information; has incorrect information; gives wrong directions.

Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition finishes before completing a command. Voice Activation / Recognition doesn't recognize command.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Hard Controls/Menu	
Hard Controls/Menu	Front seat audio/entertainment/navigation system difficult to understand/use; in a

Hard Controls/Menu	
poor location.	
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location.
Navigation system works, but traffic information doesn.t work / or is difficult to understand	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Traffic information does not display at all. I have never been able to see traffic displayed.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG6EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	05/24/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6133420451
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K129463095
Color	PX8	GLOSS BLACK					

Report Number		System Key	292163315	Report Version	1	Open Date	04/24/2015
Close Date	04/24/2015	Narrative Date	04/27/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Engine makes abnormal/excessive noises	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Engine noise occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours.
Engine noise occurs while vehicle is (check all that apply):	Idling. Accelerating. Soon after vehicle start-up.
Engine noise sounds like (check all that apply):	Other noise (please describe). Whining
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Engine noise occurs (check all that apply):	Within first 5 minutes after starting vehicle.

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Other (please describe).
Additional Comments:	Easy to select the wrong gear. Detents vague.
Going into which position is the gear selector difficult to operate? (check all that apply):	Other (please explain in Additional Comments box below). Chrysler eliminated the problem with the 2015 new design shifter
To the best of your recollection, the trouble was first noticed:	At delivery.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Engine.

Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.

Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEGXDH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	07/04/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6173321721
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K180363108
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	292230088	Report Version	1	Open Date	04/28/2015
Close Date	04/28/2015	Narrative Date	04/29/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Audio Ent and Nav Systems
Navigation system route accuracy	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	Different gear shifter
Integration with phones	3.
Integration with media players	4.
Clarity of sound	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Overall audio, entertainment, and navigation system impression	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
What is your attitude overall towards the BRAND of your new car?	4.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
Interior noise level while driving	4.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

About You

How many children 17 or under live in your household?	0.
Please indicate your highest education level	2 year college degree.
Please indicate your occupation status.	
Please indicate your gender	
What is your current marital status?	
Please indicate your occupation.	
Please indicate your ethnicity	
What year were you born?	
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Please indicate the primary driver's age.	

About You	
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Which of the following best describes the area you live in?	Suburban.

Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.

Hesitation or delay when shifting between gears	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. there seems to be a delay in shifting at times when I push the accelerator
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
How often does this trouble occur?	Trouble occurs intermittently.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). There have been a few times when I thought I had put the car in park and was actually in reverse. Drive (D). A few times I attempted to put the car in drive but I actually ended up in neutral.
Why is the gear selector difficult to operate?	Other (please describe).
Additional Comments:	When operating the shifter, if I am not looking at any gear indicator, the shifter seems to naturally stop in reverse when I intended to put it in park. And seems to naturally stop in neutral when i intended to put it in drive.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs intermittently.

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please explain further about your choice to recommend your vehicle:	Overall, love this car. I definitely recommend to family and friends. I also highly recommend my dealer. Moritz of Ft. Worth.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). I don't think there is any hing the dealer can do for this
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Features/Controls/Displays.

What Can We Do Better?	
What has Chrysler done right?	Love the quiet, smooth comfortable ride. Good gas mileage but power available when I need it. I really like all of the features this car has.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH7DH5	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	10/26/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6292210911
Transmission	DFG	8-SPD AUTO 8HP45 TRANS				Serial#	K254225308
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	292230577	Report Version	1	Open Date	04/28/2015
Close Date	04/28/2015	Narrative Date	04/29/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on High Rated Items

You rated engine sound High. Use this space to provide any specific comments you would like to share.	Actually just the opposite. I've occasionally forgotten to up shift because the engine is so quiet even at high revs. The road noise is what I call high. While I'm at it; the trunk lid sounds cheesy and cheap when I close it. A little deadening material on the underside might go a long way in quieting the vehicle. And giving you a satisfying "thunk" when you close it and not a tinny cheap vehicle sound. You know the one.
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	Automatic seat slide back is sweet... Except when someone is sitting behind you. Needs an interlock of some sort to prevent passenger injuries.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Awsome fuel economy on the highway. I often exceed the advertised 31.6 MPG, and I typically drive 70-75. Love it.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	Bulletproof, so far. One design issue that could mean body rot issues down the road. Especially in snow states. Tough to explain here. You'll need to call.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	Dodge has always had a well-earned performance image. This car continues that.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	Love the compliments. Especially from the ladies. I've owned some nice cars over the past 50 years and none have garnered the compliments like this one.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	The seat is wide enough. I'd like to see more support under my thighs. Maybe an adjustable support in keeping with all the other adjustability offered in the interior.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Your designers really captured the look of the 60's/70's Charger without being cartoonish. I get a lot of comments on the car.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Compliant yet sporty as a GT car should be. I do consider this a GT. My other vehicle is a BMW 335i. It is a rocket, but ride is too harsh. I'd rather drive my Charger most any day. You lose on a real nice day because the BMW is a convertible. Sorry.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Most controls fall easily to hand. The lighting controls require a little getting used to to operate them without having to look at them.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	No complaints. The road is illuminated very well. I've never even used the fog lights, yet.
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	With the exception of adjustable additional thigh support, the seat has plenty of adjustability in my opinion.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	I'm a big guy. Love all the adjustments. My only complaint is the rectangular removable tray to the right of the shifter on the console. With a little effort on the part of the interior designer this could be far more functional. I suggest a coin holder.
You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.	I'm long-legged and wouldn't mind if the steering wheel could come back a little further.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	The 20" chrome wheels really set the paint off and fill the wheel wells without looking stupid. Best handling OEM tires ever! I will replace them with the same if I can get them at a competitive price. So far, it doesn't appear to be the dealer.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	The paint really pops in the sunlight. Lots of compliments.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	This engine has a lot of grunt! Especially in the mid-range for passing. Very nicely done.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Good road feel. Goes where you point it.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Nails the 70 Charger Kamm back style.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Nice profile front to back.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Nicely aggressive.
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	No issues. They haul you down from speed without drama and straight.

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

Should I have a "beep-beep" alert when I'm backing into a parking space?

Front seat audio/entertainment/navigation controls/menus broken/not working

Additional Comments:	After my first experience in trying to load an upgrade I'm more than a little leery of trying another, but I'm losing functionality because my GPS data isn't current. Can you offer any help?
Please describe conditions when this trouble occurs:	Difficult to do. Radio just froze for about an hour. Nothing worked. I'm not sure if I actually did something to get it to work or if it just came out of it by itself.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which controls/menus are broken/not working properly (check all that apply):	Other (please describe). The whole system died when trying to upload an update. Radio had to be replaced. Replacement radio/navy still does funky stuff.

Shift between gears is rough/harsh under normal driving conditions

Additional Comments:	Dealer can see an issue when downloading error codes, but claims there is no problem.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. After turning a corner and accelerating away in a normal manner.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure. Rough/ Abrupt downshift as you accelerate normally away from a corner. Doesn't always do it.
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Fuel mileage and acceleration.
Integration with media players	3.
Safety and visibility while driving	4.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Support for popular music/video formats	4.
Interior noise level while driving	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Fuel economy and driving range	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	A little sportier tone in the exhaust.
Overall audio, entertainment, and navigation system impression	3.
Navigation system route accuracy	3.
Transmission gear change performance (smoothness)	3.
Clarity of sound	4.
Vehicle storage and space usage	4.
Wheels, rims, and tires appearance and styling	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	3.
Engine exhaust sound	3.
Integration with phones	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Rear view styling (rear fascia, bumper)	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.

Overview	
Please explain further about your choice to recommend your vehicle:	Great car! The problems, with the exception of the harsh downshift, are pretty small in the overall context. They do detract from an otherwise awesome car.
Which automotive publications do you subscribe to? (check all that apply)	Automobile.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Was the trouble resolved to your satisfaction?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Would you recommend this vehicle to family or friends?	Yes.
Shifting paddles/buttons broken/not working	
Please describe conditions when this trouble occurs:	Left (downshift) paddle just flat quit working for about a week. Didn't work in either Normal or Sport. Cured itself, but will be reported at next service interval.
Approximate mileage when trouble was first noticed was:	30,000-39,999.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs intermittently.
Navigation system freezes-up/will not work	
Additional Comments:	Overall good, but at this price point I expect a little better quality in this area.
Please describe conditions when this trouble occurs:	No consistency
How often does this trouble occur?	Trouble occurs intermittently.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Trunk lid. Ability to update Nav system. Outside rear views need to be dual-plane style for better visibility in the blind spots.
Navigation system	
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	Under \$100.
About You	
Primary vehicle in your household:	2013. Dodge. Charger. Primary Household Vehicle: Purchased New.
Please indicate the primary driver's age.	██████
Please indicate your occupation status.	██████████
What is your primary language?	English.
Which of the following best describes the area you live in?	Suburban.
Secondary vehicle in your household:	2008. 3 Series. BMW. Secondary Household Vehicle: Purchased Used.
Please indicate your ethnicity	██████████
Please indicate your gender	████
What is your current marital status?	██████
Did you purchase or lease your vehicle?	Purchase.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
How many children 17 or under live in your household?	0.
Please indicate your highest education level	Graduate degree.
Please indicate your occupation.	Professional Specialty.
What year were you born?	████
What is your average miles per gallon (MPG) with your vehicle?	29-30 mpg.
Hard Controls/Menu	
Hard Controls/Menu	Front seat audio/entertainment/navigation controls/menus broken/not working.
Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions. Shifting paddles/buttons broken/not working.

Automatic Transmission	
	Gear selector is difficult to operate (auto. trans.).
Entertainment/Navigation System/Connectivity Components	
Entertainment/Navigation System/Connectivity Components	Navigation map. Radio/CD player/CD changer. Navigation System. Touchscreen.
Voice Activation / Recognition doesnt recognize command	
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	When stating a name. Doesn't recognize speech.
What button did you use?	On steering wheel
How often does this trouble occur?	Trouble occurs intermittently.
Media	
Media	Radio.
Radio/CD player/CD changer	
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	Under \$100.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	12-18 months into ownership.
Other component(s) replaced (not listed previously)	
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	Under \$100.
Which other component(s) did you replace?	Cabin air filter
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
Hands-Free Phone / Bluetooth system loses connection	
How often does this trouble occur?	Trouble occurs intermittently.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Were you in the middle of a call?	No.
Lost connection problem happens when:	Other: Please describe when this trouble occurs.
Additional Comments:	Typically notice after I get in the car and either receive a call or try to make one and realize I've lost connectivity.
Is there more than one phone paired to the vehicle?	No.
Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which controls/menus are broken/not working properly (check all that apply):	Other (please describe). Covered in the previous.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	40,000-49,999.
Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	5S
If known, please tell us your software version	iOS 8.3
Entertainment/Navigation System/Connectivity	None
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	AT&T Mobile.
Hesitation or delay when shifting between gears	
Additional Comments:	Responded on previous page.
Touchscreen	
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	Under \$100.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):

Reverse (R). Often engage Park when shifting from Drive to Reverse. Poor detention feel. I understand the later models have resolved this with a more traditional shift mechanism.

Drive (D). Sometimes grab Neutral instead of Drive when shifting from Park or Reverse. Again, poor feel and/or feedback from the shifter.

How often does this trouble occur?

Trouble occurs intermittently.

Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System

Navigation system freezes-up/will not work.

Other Components

Other Components

Other component(s) replaced (not listed previously).

Navigation map

Where did you take your vehicle to have the component replaced?

Took to the dealer I purchased my vehicle from.

How much did the replacement cost?

Under \$100.

Approximately how many miles were on the vehicle at that time?

10,000-19,999.

When was the replacement made on your vehicle?

9-12 months into ownership.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Transmission and Drivetrain.

Entertainment/Navigation System/Connectivity.

What Can We Do Better?

What has Chrysler done right?

Assimilated the MB and Fiat DNA into a fine automobile.

Feedback/Concerns:

Customer amenities at the dealership could use some work.

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth system loses connection.

Voice Activation / Recognition

Voice Activation / Recognition

Voice Activation / Recognition doesn't recognize command.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Touchscreen Controls

Touchscreen Controls

Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG3EH	Model Year	2014	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN	
Built Date	05/30/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6136420300
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K130461425
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	292457279	Report Version	1	Open Date	04/30/2015
Close Date	04/30/2015	Narrative Date	05/01/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What price did you pay for your vehicle?	\$40K
What year were you born?	
How many children 17 or under live in your household?	0.
Price	1.
Ability to test drive	1.
Vehicle fuel economy	1.
Primary vehicle in your household:	2014.
	300.
	Chrysler.
Primary vehicle you were considering:	Avalon.
	Primary Considered Vehicle: New.
	Toyota.
	2014.
Please indicate your occupation status.	
Please tell us about the vehicle you replaced (if applicable)	Toyota.
	Replaced Vehicle: Purchased New.
	2007.
	Avalon.
When considering this vehicle	Visit the dealership.
	Test drive the vehicle.
	Interact with dealership by email.
	Research online.
Convenience of dealership location	1.
Financing options	1.
Please indicate the primary driver's age.	
Which, if any, influenced your purchase decision? (check all that apply):	Dealer/Salesperson interaction.
	Consumer Reports ratings.
	Features/Capabilities.
	Internet research.
	Vehicle test drive.
Please indicate your gender	
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased New.
	Infiniti.
	FX35.
Vehicle availability	1.
Trade-in allowance	1.
Dealership treatment	1.
Vehicle styling	1.
Please indicate your highest education level	4 year college degree.
What is your primary language?	English.
Please indicate your occupation.	
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
What is your total household income (before taxes)?	\$80,000 - \$99,999.
Vehicle quality	1.
Vehicle performance	2.
Please indicate your ethnicity	
What is your current marital status?	

What Can We Do Better?	
What has Chrysler done right?	Above items are minor. I love the C300. Bluetooth works great
Feedback/Concerns:	1) Driver side mirror has blind spot - solved by adding little stickon mirror. 2) Silver trim around a/c vents at right & left side of dash reflect off window and distract when driver uses outside rear-view mirrors. 3) gear shifting can be a pain. often must look a gear shifter when changing from R to D when parking or I end up in N.

Check Engine light indicated trouble	
Additional Comments:	False indicator that seemed familiar to dealer. stopped occurring after gas refill.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Please describe conditions when this trouble occurs:	only when car was new. it stopped after 2 days.
How often does this trouble occur?	Trouble occurs intermittently.
Was the "Check Engine" light your first indication there was trouble?	Yes.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Did you also experience an engine performance issue while the "Check Engine" light was on?	No.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Overview	
Please explain further about your choice to recommend your vehicle:	I think the C300 is an excellent value.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). handled it over the phone
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	softer seat
Seat adjustment and comfort	4.
Integration with media players	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Clarity of sound	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
What are your favorite parts of your new vehicle?	electronics & reliability
Navigation system route accuracy	3.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Brake responsiveness/effort	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	transmission not smooth at low speeds & gear shift mechanism feedback not great when shifting back & forth from D to R.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG2DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	05/31/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6141321739
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K150361634
Color	PWD	IVORY 3 COAT					

Report Number		System Key	292601196	Report Version	1	Open Date	05/01/2015
Close Date	05/01/2015	Narrative Date	05/04/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What year were you born? [REDACTED]

What is your total household income (before taxes)? \$80,000 - \$99,999.

Please indicate your ethnicity [REDACTED]

Secondary vehicle in your household: Ford.
Super Duty F-250.
Secondary Household Vehicle: Purchased Used.

Which of the following best describes the area you live in? Rural.

How many children 17 or under live in your household? 0.

What is your average miles per gallon (MPG) with your vehicle? 21-22 mpg.

Please indicate your gender [REDACTED]

Primary vehicle in your household: Primary Household Vehicle: Purchased New.
2012.
300.
Chrysler.

What is your current marital status? [REDACTED]

Please indicate the primary driver's age. [REDACTED]

Please indicate your occupation status. Employed.

What is your primary language? English.

Please indicate your occupation. [REDACTED]

Did you purchase or lease your vehicle? Purchase.

Please indicate your highest education level. Trade / technical school.

Detail on High Rated Items

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share. I drive fast and I am pleased with the highway mileage.

You rated clarity of sound High. Use this space to provide any specific comments you would like to share. I listen to audio books. The sound is great and the volume is adequate even with the windows/sun roof open.

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share. It looks nice and has a classy feel.

You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share. This vehicle is VERY stable. You feel very secure while driving even on mountain roads.

You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share. I can reach & view the screen easily.

You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share. I have had 3 Chrysler 300. I was not as pleased with the newer body style as well as the older version.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations. The mileage, the comfort, the safety features and performance.

You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share. This car has plenty of power and it is the smaller engine.

You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share. It has great illumination for night driving.

You rated integration with media players High. Use this space to provide any specific comments you would like to share. I use the media player all the time. It pairs with my phone quickly - sometimes too often as it comes on when I don't want it to.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations. I gave no "Low" ratings. The gear shift could use some adjustment and I would like a bigger trunk. Sometimes the panic "brake" alarm sounds without cause. Visibility is not the greatest.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed? Visibility and adjust the gear shift.

Overall audio, entertainment, and navigation system impression 5.

Vehicle Satisfaction Ratings	
Integration with phones	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Fuel economy and driving range	5.
What are your favorite parts of your new vehicle?	All of the extra features, heated/vented seats, cub heater/coolers. Performance - excellent. Comfort - excellent.
Vehicle storage and space usage	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Clarity of sound	5.
Integration with media players	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Support for popular music/video formats	3.
Navigation system route accuracy	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.

Other	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	Some imes I find it hard to go from reverse to drive or I will pull the lever past reverse and into drive when I want reverse. It is just difficult to figure out what gear you are in.
Please describe conditions when this trouble occurs:	Backing out of the garage or parking space
Approximate mileage when trouble was first noticed was:	Less than 10,000.

What Can We Do Better?	
Feedback/Concerns:	Gear shift lever needs some adjustments. Larger truck space. My 2004 had more truck space.
What has Chrysler done right?	It is comfortable, good mileage even at high speeds. Lots of features. Good passenger space.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	I love this car. It has so many features I am still learning how to use them all. I have had the car almost 2 years. This is my 3rd 300C. Very impressive and comfortable vehicle.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome	
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG9EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	06/24/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6164410742
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K170463167
Color	PX8	GLOSS BLACK					

Report Number		System Key	293115299	Report Version	1	Open Date	05/11/2015
Close Date	05/11/2015	Narrative Date	05/12/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Again shifter. Car is too low to ground. High curbs at parking are a problem. Must always pay attention. Not good in snow. But rear wheel so somewhat expected.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	As noted throughout lousy shifter. Not smooth

Detail on High Rated Items

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Gas mileage and range great.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Good quality
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Overall ride for a 6 cyl given size of vehicle
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Nice lines
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Nice styling
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Quiet ride, particularly for a 6 cyl
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Good kick 4 a 6
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Looks great
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Smooth quiet ride

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Smooth her shifter, build a bit higher off ground
Integration with phones	3.
Safety and visibility while driving	3.
Integration with media players	4.
Wheels, rims, and tires appearance and styling	4.
Climate control operation (function and ease of use)	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Ease of using system displays while driving	3.
Steering wheel adjustment	3.
What is your attitude overall towards the BRAND of your new car?	3.
Overall audio, entertainment, and navigation system impression	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Vehicle storage and space usage	3.
Support for popular music/video formats	4.
Appearance of exterior paint	4.

Vehicle Satisfaction Ratings	
Rear view styling (rear fascia, bumper)	4.
Steering and handling (responsiveness, stability)	4.
Interior noise level while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	Size, gas mileage, styling
Ease of getting into and out of vehicle	3.
Transmission gear change performance (smoothness)	3.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Engine exhaust sound	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.

About You	
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Convenience of dealership location	2.
Ability to test drive	3.
Please indicate your ethnicity	██████████.
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing. Value for the money. Vehicle test drive. Consumer Reports ratings. Kelley Blue Book. Manufacturer's website. Other (please describe). Had as rental car for 10 days and 1500 miles J D Power reports.
Primary vehicle you were considering:	Primary Considered Vehicle: New. Chevrolet. 1500 Sport Pickups.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used. Accord. Honda.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Research online. Interact with dealership by phone.
Secondary vehicle in your household:	Versa. Nissan. Secondary Household Vehicle: Purchased New. 2011.
How many children 17 or under live in your household?	1-2.
Vehicle performance	5.
What price did you pay for your vehicle?	24000
Vehicle availability	1.
Trade-in allowance	1.
What is your average miles per gallon (MPG) with your vehicle?	29-30 mpg.
Dealership treatment	3.
Vehicle quality	4.
Vehicle fuel economy	4.
Please indicate your highest education level	4 year college degree.
Price	5.
What is your primary language?	English.
Please indicate your occupation.	██████████.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
Financing options	3.
Vehicle styling	5.
Please indicate the primary driver's age.	██████
Please indicate your occupation status.	██████████
Please indicate your gender	████
What is your current marital status?	██████

About You	
Is this your first new vehicle ever purchased / leased?	No.
Overview	
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). Not a fixable problem. Was factory made. Just touchy. Anyone driving it has same comment. Not a big deal big picture
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please explain further about your choice to recommend your vehicle:	Nice car. Only known issues: shifter, too low to ground, bad in snow, vision is not great. No mechanical problems yet. Smooth ride even at 80. Great gas mileage for car that size. Many luxury items for cat at this price.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). Stops at N rather than going to D. Just not a smooth shifter Reverse (R). Goes right past R to N many times
Why is the gear selector difficult to operate?	Other (please describe).
Please describe conditions when this trouble occurs:	Shifter too sensitive tends to go to N too easily
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.
What Can We Do Better?	
Feedback/Concerns:	Concerns noted above. Not significant. Check in with me in another year. Hopefully feel same way
What has Chrysler done right?	Built a stylish car with good gas mileage.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG5E	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	05/12/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6113411442
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K111463130
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	293678528	Report Version	1	Open Date	05/20/2015
Close Date	05/20/2015	Narrative Date	05/21/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

Please indicate your occupation.

Secondary vehicle you were considering:

Convenience of dealership location

Secondary vehicle in your household:

Ability to test drive

Vehicle performance

Please indicate the primary driver's age.

Primary vehicle you were considering:

Which, if any, influenced your purchase decision? (check all that apply):

When considering this vehicle

Dealership treatment

Vehicle styling

Primary vehicle in your household:

Please tell us about the vehicle you replaced (if applicable)

Price

Vehicle fuel economy

What year were you born?

What price did you pay for your vehicle?

How many children 17 or under live in your household?

What is your average miles per gallon (MPG) with your vehicle?

Financing options

Trade-in allowance

Please indicate your highest education level

Please indicate your occupation status.

What is your primary language?

.
Secondary Considered Vehicle: New.
2014.
Ram.
1500.
2.
2014.
1500.
Secondary Household Vehicle: Purchased New.
Ram.
3.
4.
.
Chevrolet.
Impala.
Primary Considered Vehicle: New.
2014.
Value for the money.
Vehicle test drive.
Lifestyle.
Price/Purchase Terms/Financing.
Dealer/Salesperson interaction.
Dealership information.
Recommendations from friends or family.
Features/Capabilities.
Visit the dealership.
Test drive the vehicle.
Interact with dealership by phone.
5.
5.
Primary Household Vehicle: Purchased New.
2014.
300.
Chrysler.
2012.
Ford.
Replaced Vehicle: Purchased New.
Taurus.
3.
3.
.
don't remember \$320???
.
19-20 mpg.
3.
4.
4 year college degree.
.
English.

About You	
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	█
What is your current marital status?	█ d.
Is this your first new vehicle ever purchased / leased?	No.
What is your total household income (before taxes)?	\$125,000 - \$149,999.
Vehicle availability	3.
Vehicle quality	4.
Please indicate your ethnicity	█
Which of the following best describes the area you live in?	Suburban.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please explain further about your choice to recommend your vehicle:	Overall I like the vehicle, but I think the engine/transmission issue needs to be resolved.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. Dealer closer to my house and work. St. Clair, MI
Would you recommend this vehicle to family or friends?	Yes.
Was the trouble resolved to your satisfaction?	No.
Did you review the Owner's Information DVD?	No.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide covers the necessary features	4 (agree).

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Engine.

Engine power is less than expected	
How often does this trouble occur?	Trouble occurs regularly.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Trouble occurs while vehicle is (check all that apply):	Accelerating. Happens mostly when you first start driving. Driving at normal take off speeds. If you step on it, it seems to be fine.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.

Vehicle Satisfaction Ratings	
Head/leg/foot room	4.
Engine sound	4.
How do you feel about the durability of your new vehicle?	4.
Overall audio, entertainment, and navigation system impression	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Headlight illumination/performance during night-time driving	5.
Seat adjustment and comfort	5.
Is there anything about your new vehicle you would like to see changed?	Gear shifter
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Engine performance during acceleration	3.

Vehicle Satisfaction Ratings	
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What are your favorite parts of your new vehicle?	styling, audio/nav controls, AWD handling
Transmission gear change performance (smoothness)	3.
Exterior design and appearance (overall impression)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
What is your attitude overall towards the BRAND of your new car?	4.
Steering wheel adjustment	5.
Engine exhaust sound	5.
Ease of getting into and out of vehicle	4.
Fuel economy and driving range	4.
Integration with phones	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Ride quality	5.

Engine stumbles/hesitates/surges	
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
What best describes the engine drivability trouble? (check all that apply):	Engine has a hesitation, momentarily cuts out, or surges while accelerating. At low speeds starting out it hesitates and then surges. Almost feels like it is staying in a low gear too long and then jerks to the next one. After 30-40 mph it doesn't seem to ever do it if you execrate really fast starting out it doesn't seem to do it either. only when you drive normal.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Engine trouble occurs (check all that apply):	Within first 5 minutes after starting vehicle. seems to do it more when you first start driving.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. normal take off from stop speeds.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. Feels harsh shifting from 1st to 2nd when first driving at normal speeds.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
How often does this trouble occur?	Trouble occurs regularly.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions.

Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). It seems hard to get it to move into park. Switching from reverse to neutral or drive seems ok.
Please describe conditions when this trouble occurs:	It doesn't seem to want to go into park, you have to try several imes.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Hesitation or delay when shifting between gears	
How often does this trouble occur?	Trouble occurs regularly.

Hesitation or delay when shifting between gears	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. when going from 1st to 2nd
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. during normal acceleration most noticeable

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.

Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Audi/nav/phone ease of use has been great. AWD performance. DOOR LOCK BUTTONS IN DOOR HANDLE HAVE BEEN GREAT. LOVE IT.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Dealership and sales did a great job of finding what I wanted and explaining the vehicle. Very professional and knowledgeable.
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	Minus the gear shifter and the issue with shifting at acceleration from stop everything has been as expected.

What Can We Do Better?	
What has Chrysler done right?	Follow surveys, styling of new vehicles, options on vehicles.
Feedback/Concerns:	resolving the issues that I am having with the vehicle

Engine Power	
Engine power	Engine power is less than expected.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Gear shift selector works poorly shifting into park. Seems like you have to try very hard to get it to go into park.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG4E[REDACTED]	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	06/06/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6140421804
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K148463226
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number	[REDACTED]	System Key	293678545	Report Version	1	Open Date	05/20/2015
Close Date	05/20/2015	Narrative Date	05/21/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	electronic shifting
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Headlight illumination/performance during night-time driving	3.
Fuel economy and driving range	3.
Clarity of sound	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	style, ride
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Ride quality	5.

Overview

Which feature or section of the Owner's Information DVD did you find least helpful and why?	Lack of info about Elect. Stability usage and the AWD feature
Which feature or section of the Printed User Guide did you find least helpful and why?	Use of the ESC in differing conditions and no information on the AWD system
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

DVD format is easy to understand and use

4 (agree).

Information on the DVD is easy to find and access

4 (agree).

What have you used to view your DVD? (check all that apply)

Computer/laptop.

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

Yes.

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

Was the trouble resolved to your satisfaction?

Yes.

Did you review the Printed User Guide?

Yes.

Did you review the Owner's Information DVD?

Yes.

Printed User Guide format is easy to understand and use

4 (agree).

Which automotive publications do you subscribe to? (check all that apply)

None or other (if other, please describe).

Please explain further about your choice to recommend your vehicle:

The electronic shift feature is unsafe

Printed User Guide covers the necessary features

3 (neither agree nor disagree).

Information in the Printed User Guide is easy to find and access

4 (agree).

Please rate your overall level of satisfaction with the Printed User Guide

4 (satisfied).

Would you recommend this vehicle to family or friends?

No.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Headlights aimed incorrectly

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Please indicate which headlight is not aimed properly (check all that apply):

Passenger's side headlight. too high

Driver's side headlight. too high

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Going into which position is the gear selector difficult to operate? (check all that apply):

Park (P). electronic shift requires visual proof that you are indeed in PARK

How often does this trouble occur?

Trouble occurs regularly.

Additional Comments:

with manual shift a full forward motion always resulted in going into "park". That same motion with the electronic shift has on many occasions resulted in "reverse". The car then doesn't shut off and drifts backward unless you carefully watch the dash to make sure it is in park. I will never again accept a car with this type shift. It is dangerous.

To the best of your recollection, the trouble was first noticed:

At delivery.

About You

Ability to test drive

2.

Vehicle performance

2.

Primary vehicle in your household:

2014.

Primary Household Vehicle: Purchased New.

300.

Chrysler.

Trade-in allowance

3.

Vehicle styling

3.

Price

4.

Secondary vehicle in your household:

Dodge.

2001.

Secondary Household Vehicle: Purchased New.

Ram 2500.

What price did you pay for your vehicle?

189/mo

Vehicle availability

2.

Dealership treatment

2.

Vehicle quality

2.

Please indicate your highest education level

4 year college degree.

Which, if any, influenced your purchase decision? (check all that apply):

Features/Capabilities.

Previous experience with the vehicle/brand.

Image that the vehicle portrays.

Lifestyle.

Price/Purchase Terms/Financing.

Dealer/Salesperson interaction.

Did you purchase or lease your vehicle?

Lease.

About You

Primary vehicle you were considering:

Lincoln.

Please tell us about the vehicle you replaced (if applicable)

Primary Considered Vehicle: New.

Replaced Vehicle: Purchased New.

2011.

300.

Chrysler.

Which of the following best describes the area you live in?

Rural.

Financing options

2.

What is your current marital status?

2.

Convenience of dealership location

2.

What is your average miles per gallon (MPG) with your vehicle?

21-22 mpg.

Vehicle fuel economy

3.

What is your primary language?

English.

Please indicate your gender

2.

Is this your first new vehicle ever purchased / leased?

No.

Welcome

Please tell us how many miles are currently on your vehicle:

3,000-4,999.

Are you the primary driver of this vehicle?

Yes.

Automatic Transmission

Automatic Transmission

Gear selector is difficult to operate (auto. trans.).

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.

electronic shift selector unreliable and unsafe

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Vehicle Exterior.

Transmission and Drivetrain.

What Can We Do Better?

What has Chrysler done right?

styling

Lights

Lights

Headlights aimed incorrectly.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG8DH	Model Year	2013	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	01/22/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6007310751
Transmission	DFG	8-SPD AUTO 8HP45 TRANS				Serial#	M327210393
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	293678698	Report Version	1	Open Date	05/20/2015
Close Date	05/20/2015	Narrative Date	05/21/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

What Can We Do Better?	
Feedback/Concerns:	Change shifter
What has Chrysler done right?	Everything else.

Other	
Please describe conditions when this trouble occurs:	Requires continual double checking
How often does this trouble occur?	Trouble occurs intermittently.
Please describe the other trouble you experienced:	Electronic shifter is problematic. Too easy to leave car in reverse when you think it's in park or hinking you're in drive when you're in neutral.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

About You	
What is your total household income (before taxes)?	\$100,000 - \$124,999.
How may children 17 or under live in your household?	0.
Please indicate your occupation.	
Please indicate your highest education level	4 year college degree.
Please indicate the primary driver's age.	
Please indicate your occupation status.	
What is your primary language?	English.
Please indicate your gender	
What is your current marital status?	
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please indicate your ethnicity	
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Urban.

Vehicle Satisfaction Ratings	
Front view styling (front fascia, hood, grille, headlight area)	4.
Clarity of sound	5.
Integration with media players	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overall audio, entertainment, and navigation system impression	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	appearance & comfort
Is there anything about your new vehicle you would like to see changed?	not crazy about shifter
Safety and visibility while driving	4.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.

Vehicle Satisfaction Ratings	
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Ride quality	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior noise level while driving	4.
Integration with phones	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). Mentioned to dealer
Would you recommend this vehicle to family or friends?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Shifter is hard to get used to. Need to continually double check gear location.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG2EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	09/30/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6256310483
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K269361491
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	293678963	Report Version	1	Open Date	05/20/2015
Close Date	05/20/2015	Narrative Date	05/21/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What price did you pay for your vehicle? \$30,000

Convenience of dealership location 1.

Please indicate your highest education level 2 year college degree.

Secondary vehicle in your household: 2004.
Secondary Household Vehicle: Purchased New.
Ford.
Mustang.

Dealership treatment 5.

Vehicle quality 5.

Vehicle styling 5.

Primary vehicle you were considering: Accord.
Primary Considered Vehicle: New.
Honda.

Please indicate your ethnicity .

When considering this vehicle Interact with dealership by email.
Research online.
Interact with dealership by phone.
Test drive the vehicle.
Visit the dealership.

Please indicate your gender .

Did you purchase or lease your vehicle? Purchase.

Which, if any, influenced your purchase decision? (check all that apply): Vehicle test drive.

Vehicle availability 1.

Trade-in allowance 1.

Please tell us about the vehicle you replaced (if applicable) 2014.
Chrysler.
300.

Which of the following best describes the area you live in? Suburban.

What is your average miles per gallon (MPG) with your vehicle? 21-22 mpg.

Vehicle fuel economy 4.

Ability to test drive 5.

What year were you born? .

How many children 17 or under live in your household? 0.

Price 1.

Financing options 5.

Vehicle performance 5.

Please indicate your occupation status. .

What is your current marital status? .

What is your total household income (before taxes)? \$40,000 - \$59,999.

Please indicate the primary driver's age. .

What is your primary language? English.

Detail on High Rated Items

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share. Fun people. Took forever to go through all the paperwork. Will never use Ally bank for financing ever. They ripped me off.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations. What you got for the dollar. Feel the value far exceed the price. I heard Mercedes had a hand in designing it. Incredible job.

Vehicle Satisfaction Ratings

Steering wheel adjustment 4.

Vehicle Satisfaction Ratings	
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Overall audio, entertainment, and navigation system impression	4.
Safety and visibility while driving	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
What are your favorite parts of your new vehicle?	looks,ride, comfort
Integration with phones	3.
Integration with media players	4.
Support for popular music/video formats	4.
How do you feel about the durability of your new vehicle?	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
Is there anything about your new vehicle you would like to see changed?	green glass hampers night vision
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Overview	
Would you recommend this vehicle to family or friends?	No.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Please provide feedback on how Chrysler can improve the Printed User Guide	Do not know how to start car with key if push button fails
Please provide feedback on how Chrysler can improve the Smartphone Application	In the beginning Samsung phones had to be reconnected almost every time.
Please explain further about your choice to recommend your vehicle:	It has been 11 months and I have lived in fear that the alternator would render the car dangerous. Just going to be fixed tomorrow.
Was there information needed that was not included in the User Guide?	Still do not know how to use brake adjustment.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).

Overview

Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). Recall for alternator
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Alternator. It could cause brake failure, air bag failure, engine fire, etc. Many worried hours driving the car if I was safe. That part should not have that much impact on the entire vehicle.
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What Can We Do Better?

What has Chrysler done right?	Luxurious ride, great spacious seats, very masculine car, seats 5 (wish 6) very practical with pull down back seats for storage, great ligh ing, great many user features hat make it a fun car to use. I have 4 people in car most times and hey LOVE it.
Feedback/Concerns:	When notified of recall, make repairs within a month and have parts available.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG5EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	08/04/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6195410427
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K158461246
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	293716929	Report Version	1	Open Date	05/21/2015
Close Date	05/21/2015	Narrative Date	05/22/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Detail on High Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	All except the shifter which I understand was changed for 2015.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Very impressive for a 6 cylinder.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Could do better with large bumps/potholes. Suspension sounds like it bottoms out with extreme force. The first time, I was almost certain some hing was broken.
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	I don't hear it. Exactly what I want.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	It just worked. No difficulty at all and sound quality is excellent.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Good mileage for car of this size and performance level.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Navigation system extremely slow at times. Have given up on couple of occasions when it failed to find a nearby address which my phone found immediately.
Integration with media players	3.
Navigation system route accuracy	3.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Adaptive headlights and adaptive cruise
Overall audio, entertainment, and navigation system impression	4.
Ride quality	4.
Integration with phones	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Vehicle storage and space usage	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Clarity of sound	4.
Interior noise level while driving	4.
Engine sound	4.
How do you feel about the durability of your new vehicle?	4.

Vehicle Satisfaction Ratings	
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.

What Can We Do Better?	
Feedback/Concerns:	Very impressed overall with the features and build quality.
What has Chrysler done right?	Great features and build quality for the price. Like the distinctive style of the 300.

About You	
How many children 17 or under live in your household?	0.
Secondary vehicle in your household:	2013. Hyundai. Secondary Household Vehicle: Purchased New. Accent.
Is this your first new vehicle ever purchased / leased?	No.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. 1/2 Ton Trucks. Dodge.
Please indicate your occupation.	Technical Specialty.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Features/Capabilities. Image that the vehicle portrays. Internet research. Manufacturer's website. Value for the money.
Trade-in allowance	1.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Ability to test drive	4.
Vehicle fuel economy	4.
Please indicate your ethnicity	
Please indicate your occupation status.	Employed.
Please indicate your gender	
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership.
What year were you born?	
Vehicle availability	2.
Convenience of dealership location	3.
Dealership treatment	4.
Please indicate your highest education level	4 year college degree.
Vehicle quality	5.
Vehicle styling	5.
Please indicate the primary driver's age.	
What is your primary language?	English.
What is your current marital status?	
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Urban.
Financing options	2.
Price	4.
Vehicle performance	4.

Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Overview	
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. Was traveling away from home.
Would you recommend this vehicle to family or friends?	Yes.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Was there information needed that was not included in the User Guide?	No
Information on the DVD is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please provide feedback on how Chrysler can improve the Printed User Guide	It's fine
Information in the Printed User Guide is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Please explain further about your choice to recommend your vehicle:	Very pleased with the vehicle so far but very early had transmission leak and then the stuck in park issue. As long as no further abnormal issues still like the car.
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Slips/will not engage gear properly/shifts erratically	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Other (please describe). immediately on startup
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Other (please describe). Initial startup after being parked overnight
Additional Comments:	Only happened once that it would not come out of park. Was towed to dealer and immediately after tow worked normally but dealer verified error code and cleared. No additional service and no issues since.
Are you using your vehicle for towing when the problem occurs?	No.
Please describe conditions when this trouble occurs:	Only once
Going into which gear/gears does the trouble occur? (check all that apply):	Other (please describe). Stuck in park. Would not shift to drive or reverse
How often does this trouble occur?	Trouble occurs intermittently.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Very disappointed in navigation. Have had to rely on phone twice because the navigation in the car just never finished looking for address and calculating route for situations where my Garmin never had a problem.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG0DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	08/17/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6221210806
Transmission	DFG	8-SPD AUTO 8HP45 TRANS				Serial#	K198206898
Color	PWD	IVORY 3 COAT					

Report Number		System Key	293761524	Report Version	2	Open Date	05/23/2015
Close Date	05/23/2015	Narrative Date	05/26/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Gear selector is difficult to operate (auto. trans.)

Additional Comments:	I think the dial shifter would be a better choice.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). difficult to engage from park Park (P). sometimes hard to, slow to get into park
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.

About You

Secondary vehicle in your household:	2000. Dodge. Dakota. Secondary Household Vehicle: Purchased Used.
Please indicate the primary driver's age.	
Primary vehicle in your household:	Chrysler. 300. Primary Household Vehicle: Purchased New.
What is your primary language?	2013. English.
Did you purchase or lease your vehicle?	Lease.
Please indicate your ethnicity	
Please indicate your highest education level	
Please indicate your gender	
What is your current marital status?	
Which of the following best describes the area you live in?	Rural.
What is your total household income (before taxes)?	\$60,000 - \$79,999.
How many children 17 or under live in your household?	0.
Please indicate your occupation status.	
Please indicate your occupation.	

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Integration with phones	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Interior noise level while driving	5.
Engine sound	5.
Fuel economy and driving range	5.
What is your attitude overall towards your new car?	5.
Clarity of sound	5.
Appearance of exterior paint	5.

Vehicle Satisfaction Ratings	
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Ride quality	5.
Navigation system route accuracy	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with media players	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	Great over all. Power, fuel mileage and size of vehicle is good and comfortable.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). Not a problem, it is the design
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome	
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG8DH	Model Year	2013	Body	LXCH48	CHRYSLER 300 TOURING FOUR DOOR SEDAN	
Built Date	07/08/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6178320012
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K187361401
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	294198388	Report Version	1	Open Date	05/29/2015
Close Date	05/29/2015	Narrative Date	06/01/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	apparently if I don't depress the shifter button just right
Additional Comments:	problem noticed right from the start
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. see above Park (P). the electronic shifter often doesn't move to where I want it on the first try, whether park or drive or reverse; it is an awkward mechanism
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.

Other

Please describe conditions when this trouble occurs:	as described; right from the start
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	it is hard to see over the hood of the car to tell where I am, especially for purposes of parking; some sensor telling me when I am about to reach a wall or barrier would be great

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	electronic shifter, not easy to manipulate; I would definitely change that
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Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	see my comments
Integration with phones	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Safety and visibility while driving	4.
Overall audio, entertainment, and navigation system impression	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
What is your attitude overall towards the BRAND of your new car?	5.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	see my comments
Head/leg/foot room	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Fuel economy and driving range	5.
Ease of using system displays while driving	4.
Steering wheel adjustment	4.

Vehicle Satisfaction Ratings	
Climate control operation (function and ease of use)	4.
Engine exhaust sound	4.
What is your attitude overall towards your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.

About You	
Secondary vehicle in your household:	2001. Chrysler. Town & Country. Secondary Household Vehicle: Purchased New.
Primary vehicle in your household:	2013. Primary Household Vehicle: Purchased New.
What is your average miles per gallon (MPG) with your vehicle?	300. Chrysler.
Please indicate your ethnicity	25-26 mpg.
Please indicate your occupation status.	Employed.
Please indicate your gender	
What is your current marital status?	
How many children 17 or under live in your household?	0.
Please indicate the primary driver's age.	
What year were you born?	
What is your total household income (before taxes)?	\$125,000 - \$149,999.
What is your primary language?	English.
Please indicate your highest education level	Graduate degree.
Please indicate your occupation.	
Which of the following best describes the area you live in?	Suburban.

Welcome	
Please tell us how many miles are currently on your vehicle:	30,000-39,999.
Are you the primary driver of this vehicle?	Yes.

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	When stating a name.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which words, if any, are constantly misrecognized:	the names of persons being called; no pattern

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). these are all design features, to be corrected in the next model
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	smooth ride; spacious interior; good mileage; nice looking car

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Vehicle Exterior. Other.

Front doors are difficult to open/close	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to close.
Please describe conditions when this trouble occurs:	any time, all the time
Additional Comments:	problem was apparent from the first
Please indicate which door is difficult to open/close (check all that apply):	Driver's side front door. when open all the way, it is difficult to reach the door Passenger's side front door. same

Contact Me	
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Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Samsung.
Please choose your cell phone carrier	Verizon Wireless.
What Can We Do Better?	
What has Chrysler done right?	built an excellent car, but it can be improved
Feedback/Concerns:	see my comments
Front Doors	
Front Doors	Front doors are difficult to open/close.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG7DH	Model Year	2013	Body	LXCS48	CHRYSLER 300C FOUR DOOR SEDAN	
Built Date	06/27/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6148321620
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K176363221
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	294404235	Report Version	1	Open Date	05/24/2015
Close Date	06/04/2015	Narrative Date	06/05/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Lumbar support adjustment is broken/not working

To the best of your recollection, the trouble was first noticed: 9-12 months into ownership.
Please indicate which seat has trouble (check all that apply): Driver's seat.
How often does this trouble occur? Trouble occurs regularly.
Approximate mileage when trouble was first noticed was: Less than 10,000.
Seat with trouble has: Power adjustment controls.

Head restraint adjustment controls are difficult to understand/use

Please indicate which of the following best describes your concern (check all that apply): Difficult to use.
Please indicate which seat's head restraint controls are difficult to understand/use (check all that apply): Front passenger seat.

Adjustments and Controls

Adjustments and Controls Head restraint adjustment controls are difficult to understand/use.
Lumbar support adjustment is broken/not working.
Lumbar support adjustment controls are difficult to understand/use.

Lumbar support adjustment controls are difficult to understand/use

Please indicate which type of seat controls are difficult to understand/use (check all that apply): Power adjustment controls.
Please indicate which of the following best describes your concern (check all that apply): Difficult to use. lumbar doesn't work.
Please indicate which seat's controls are difficult to understand/use (check all that apply): Driver's seat.

Seat Squeak/Rattle

Seat Squeak/Rattle Seat Squeak/Rattle.

Welcome

Are you the primary driver of this vehicle? Yes.
Please tell us how many miles are currently on your vehicle: 10,000-19,999.

Seat Material

Seat Material Seat material concerns.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight Transmission and Drivetrain.
Seats.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG7EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	06/18/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6160410738
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K156461368
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	294912379	Report Version	1	Open Date	06/14/2015
Close Date	06/14/2015	Narrative Date	06/15/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What year were you born?	84
Please tell us about the vehicle you replaced (if applicable)	2013. Nissan. Replaced Vehicle: Purchased New. Altima.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Please indicate your highest education level	4 year college degree.
Ability to test drive	5.
Vehicle quality	5.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Internet research. Manufacturer's website. Previous experience with the vehicle/brand. Automotive magazines. Dealer/Salesperson interaction. Image that the vehicle portrays. On-Line blogs or forums. Value for the money. NHTSA or IIHS safety ratings. Vehicle test drive.
Primary vehicle you were considering:	Honda. Accord. 1994. Primary Considered Vehicle: New.
When considering this vehicle	Interact with dealership by email. Interact with dealership by phone. Test drive the vehicle. Visit the dealership. Research online.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.
Vehicle availability	4.
Trade-in allowance	4.
Dealership treatment	5.
Vehicle styling	5.
Please indicate your occupation status.	
Please indicate your gender	
What is your current marital status?	
Is this your first new vehicle ever purchased / leased?	No.
What price did you pay for your vehicle?	27500
Convenience of dealership location	2.
Secondary vehicle you were considering:	Maxima. Nissan. 2014. Secondary Considered Vehicle: New.
Primary vehicle in your household:	Nissan. Pathfinder. 2013.

About You	
How many children 17 or under live in your household?	Primary Household Vehicle: Purchased New.
Price	4.
Vehicle fuel economy	4.
Financing options	5.
Vehicle performance	5.
Please indicate your ethnicity	.
Please indicate your occupation.	.

Fuel spills out while refueling	
Please describe conditions when this trouble occurs:	Random it happened alot when knew not so much anymore
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe the trouble you experienced (check all that apply):	Fuel spills out of vehicle while pumping. Certain pumps won't click off on the caplessv system

Engine makes abnormal/excessive noises	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine noise occurs (check all that apply):	Driving the vehicle for more than 20 minutes. Other (please describe). Always Driving the vehicle more than 5 minutes but less than 20 minutes. Within first 5 minutes after starting vehicle.
To the best of your recollection, the trouble was first noticed:	At delivery.
Engine noise sounds like (check all that apply):	Ticking/tapping. The valvetrain is super noisy. It could be injector noise but it sounds like valves very loud. I work at a place and 4 people have pentastars. A challenger charger and 300 and they all make the same ticking Moaning. Abovd 1300 and below 3000 the engine makes a whirring noise that sounds like crap
How often does this trouble occur?	Trouble occurs regularly.
Engine noise occurs while vehicle is (check all that apply):	Accelera ing.

Seat Squeak/Rattle	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Trouble occurs under these surface conditions (check all that apply):	Downhill. Uphill. Sideslope. Level Ground. Bumpy or uneven surface.
How often does this trouble occur?	Trouble occurs regularly.
Seat Squeak/Rattle	Seat Squeak/Rat le.
Please indicate which seat has a squeak/rattle (check all that apply):	Driver's seat. Right side of seat rubs he arm rest
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.

Trunk lid is difficult to open/close	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	Closing
Please indicate which of the following best describes your concern (check all that apply):	Difficult to close. The trunk closes very poorly and doesn't give you confidence that it's fully seated. Make the trunk close like the doorsv or hood and you'll fix that
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Vehicle Satisfaction Ratings	
Integration with media players	3.
Steering and handling (responsiveness, stability)	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Ride quality	5.
Fuel economy and driving range	3.

Vehicle Satisfaction Ratings	
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Better headlights. Real chrome or polished aluminum rims. No hood squirters please!!!!!!
Headlight illumination/performance during night-time driving	3.
Clarity of sound	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Everything
Vehicle storage and space usage	4.
Brake responsiveness/effort	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Slips/will not engage gear properly/shifts erratically	
Going into which gear/gears does the trouble occur? (check all that apply):	4th Gear. Slow down shift 5th Gear. Slow down shift 7th Gear. Slow 1st Gear. Slow throttle response. Not really trans in my opinion 8th Gear. Slow down shift 6th Gear. Slow
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	While driving on level roads. Long after vehicle start-up. Soon after vehicle start-up. Hard acceleration.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Car and Driver. Motor Trend. Road and Track.
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Printed User Guide format is easy to understand and use	5 (strongly agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	Yes.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). I don't see how the dealer could repair these issues unless software updates are put out to address the driveability concerns
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please explain further about your choice to recommend your vehicle:	Love the car I know it sounds like I am bitching but I'm not. I am being honest of the issues I have found with it. The car is brilliant and the best I've ever owned. The overall package is amazing. Keep it up.
Printed User Guide covers the necessary features	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Slips/will not engage gear properly/shifts erratically. Hesitation or delay when shifting between gears. Shifts at wrong times.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Paint blemish/dirt in paint/foreign material under surface.

Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. Shifter is stupid. The dial was the better choice. Drive (D). Reverse (R).
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Trunk Lid	
Trunk Lid	Trunk lid is difficult to open/close.

Hesitation or delay when shifting between gears	
Going into which gear/gears does the trouble occur? (check all that apply)	5th Gear. 6th Gear. 8th Gear. 4th Gear. Slow slow slow. I could downshift in a dump truck faster 7th Gear.

Axle(s)	
Axle(s)	Axle makes whining, howling, clunking, or grinding noises.

Seat material concerns	
Please indicate which seat has trouble with its material (check all that apply):	Driver's seat. Wear on lower left side bolster
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Fog/water/condensation in exterior light lenses	
Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):	Driver's side headlight. Both lights fog up when the car is washed or after its parked they fog up. Only happens when very humid but I've owned 28 cars lived in the same state and NEVER had this happen. Total bs Passenger's side headlight.
Please describe conditions when this trouble occurs:	When parked
How often does this trouble occur?	Trouble occurs intermittently.

Fog/water/condensation in exterior light lenses	
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine does not idle properly: idles rough, too low, or too high	
Engine idle trouble occurs (check all that apply):	Driving the vehicle for more than 20 minutes. Within first 5 minutes after starting vehicle.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Engine idle trouble occurs after vehicle is started at:	Hot condition - after vehicle is off for less than 1 hour.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Additional Comments:	It appears like a general characteristic of the engine. When cold the transmission or engine is jumpy the colder the way more violent. When at temp it never happens. Its like its hopping. Like a whomp whomp shift whomp whomp shift. Also when coming to a stop. The car downshifts and feels like you got rear ended. Not sure what's w i h that. And the downshifts response is downright NHSTA worthy of a recall. I can count almost 3 seconds for the car to downshift from 8th to whatever gear required to pass a car in the interstate. Its really unacceptable. I can hit the gas and count to three before the car takes off. Its very scary. This occurs at speeds above 40+. Also off the line throttle response is garbage.
What best describes the engine idle trouble? (check all that apply):	Engine idling is rough. It's random. But if just sitting in park the car shakes like it has a v8 but its not violent it just shakes the car. If you hold revs at 1100 its smooth as glass
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Downshifting
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Headlights not bright enough	
Additional Comments:	Hid or led should be standard equipment
Please describe the trouble you experienced:	The highbeams kind of suck and the low beams don't throw enough light
Please describe conditions when this trouble occurs:	When used

Axle makes whining, howling, clunking, or grinding noises	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
The trouble occurs at these speeds (check all that apply):	At low speeds (0-45 mph), while accelerating. Rear diff clunk

Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.

Lights	
Lights	Fog/water/condensation in exterior light lenses. Headlights not bright enough.

Shifts at wrong times	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration. Slow downshifts are dangerous

Paint blemish/dirt in paint/foreign material under surface	
Please indicate the location of the paint issue (check all that apply):	Passenger's side front door. Trash in paint Passenger's side rear pillar. Paint blistered when it was painted they did not use enough paint in that area so it looks crappy Other location (please describe). The good squirters should be painted to match the car. But honestly they need to be under the hood. Would look so much nicer. Also the satellite radio antenna cover should be painted
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Door handle/latch works, but is difficult to operate	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Door handle/latch works, but is difficult to operate	
Why is the door handle/latch difficult to operate? (check all that apply):	Requires too much effort/force to operate.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate which door has a handle/latch that is difficult to operate (check all that apply):	Driver's side front door. Interior door handle squeaks and is hard to pull open
How often does this trouble occur?	Trouble occurs regularly.
Engine stumbles/hesitates/surges	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Seat Material	
Seat Material	Seat material concerns. Seat material soils/scuffs easily.
Seat material soils/scuffs easily	
Please indicate the trouble you experienced with the seat material (check all that apply):	Seat material scuffs easily. Seats showing wear in the leather I feel it should not so fast but it does feel amazingly smooth and comfy love it Seat material soils easily. Nearly white floors Carpet is a higher mistake. Need light color leather with black floor Carpet
What Can We Do Better?	
What has Chrysler done right? Feedback/Concerns:	Looks performance value comfort. I have had 28 cars. This one is my favorite The pentastars need 300 hp and 300 torque The 8 speed is great for upshifts and terrible with downshifts Either make polished wheels or real chrome. I hate having plastic chrome clad. Looks and feels cheapo
Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Front Doors	
Front Doors	Door handle/latch works, but is difficult to operate.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Interior Trim/Storage/Windows. Seats. Steering, Handling, and Ride. Transmission and Drivetrain. Vehicle Exterior.
Fuel filler door/cap	
Fuel filler door/cap	Fuel spills out while refueling.
Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Beats sound system is awesome
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Paint job overall. Front bumper plastic real thin.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG8DH	Model Year	2013	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	07/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6162311336
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K178361375
Color	PSC	BILLET METALLIC CLEAR COAT					

Report Number		System Key	295142806	Report Version	2	Open Date	06/16/2015
Close Date	06/16/2015	Narrative Date	06/18/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Front seat comfort
Transmission gear change performance (smoothness)	1.
Interior noise level while driving	3.
Engine exhaust sound	4.
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Steering wheel adjustment	5.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine sound	3.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Engine performance during acceleration	4.
Fuel economy and driving range	4.
Ride quality	4.
Clarity of sound	5.
Interior comfort, design and appearance of interior (overall impression)	1.
Seat adjustment and comfort	1.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Climate control operation (function and ease of use)	4.
Integration with phones	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Brake responsiveness/effort	5.
What are your favorite parts of your new vehicle?	Handling
What is your attitude overall towards your new car?	3.
What is your attitude overall towards the BRAND of your new car?	3.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.

Detail on Low Rated Items

You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.	Front seat design needs a lot of work
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Front seat design and initial function of the transmission
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	Took a while for the transmission to break in.

Seat material concerns

Additional Comments:	Front seats need a redesign.
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Seat material concerns	
Please describe conditions when this trouble occurs:	On drives other than those of short duration.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate which seat has trouble with its material (check all that apply):	Driver's seat. Seat uncomfortable for this 6'2" driver. Front support cuts into back legs and is uncomfortable on long drives
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.

Shift between gears is rough/harsh under normal driving conditions	
Please describe conditions when this trouble occurs:	Occurs when slowing to a stop.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. When slowing down, the downshift into 1st gear was jerky.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Deceleration.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	This problem showed up soon after buying the car. The dealer worked on the car and lessened the problem but it did not go away completely until we had driven the car for several thousand miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

About You	
What is your total household income (before taxes)?	\$150,000 - \$199,999.
How many children 17 or under live in your household?	0.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Secondary vehicle in your household:	300. Chrysler. 2013. Secondary Household Vehicle: Purchased New.
Please indicate your occupation status.	Employed.
Please indicate your highest education level	Graduate degree.
Please indicate your gender	████
What is your current marital status?	████
Please indicate your occupation.	████████████████████.
Primary vehicle in your household:	2006. Primary Household Vehicle: Purchased New. Buick. Lucerne.
What year were you born?	████
Please indicate your ethnicity	████████
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
What is your primary language?	English.

Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Interior Climate Control. Seats.

Front heating, ventilation and air conditioning controls are broken/not working	
Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Please indicate which control is broken/not working properly (check all that apply):	Temperature control. Temperature control device failed and had to be replaced
Approximate mileage when trouble was first noticed was:	10,000-19,999.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
Please describe conditions when this trouble occurs:	It occurred every time the car was used until the controller was replaced.
How often does this trouble occur?	Trouble occurs regularly.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Was the trouble resolved to your satisfaction?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Overview

Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). None
Please explain further about your choice to recommend your vehicle:	The front seat is the problem
Would you recommend this vehicle to family or friends?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.

Welcome

Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.

Seat Material

Seat Material	Seat material concerns.
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What Can We Do Better?

What has Chrysler done right?	Handling and safety features are excellent.
Feedback/Concerns:	Fix the front seat

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The adaptive cruise control is excellent
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Controls and Switches

Controls and Switches	Front heating, ventilation and air conditioning controls are broken/not working.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG5EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	06/18/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6153421087
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K137463136
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	295612640	Report Version	1	Open Date	06/23/2015
Close Date	06/23/2015	Narrative Date	06/24/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Overview	
Please explain further about your choice to recommend your vehicle:	It is a bigger car than i typically drive and the quality for the operation does not seem to be good. I have less than 7,000 miles and will have had to take the car in twice for issues.
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). yes for one issue not for the other
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Printed User Guide covers the necessary features	4 (agree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Printed User Guide?	Yes.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	the need for service twice in less than 8 months.

About You	
Convenience of dealership location	3.
Financing options	3.
Vehicle availability	4.
Dealership treatment	4.
Vehicle styling	4.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand. Price/Purchase Terms/Financing.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Sonata. Hyundai. 2011.
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Price	4.
Ability to test drive	4.
Vehicle quality	4.
Vehicle fuel economy	4.
Please indicate your ethnicity	
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership.
Primary vehicle you were considering:	Sonata.

About You

	Hyundai.
	2014.
	Primary Considered Vehicle: New.
Which of the following best describes the area you live in?	Suburban.
Please indicate your occupation status.	Employed.
Trade-in allowance	2.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Please indicate your highest education level	4 year college degree.
How may children 17 or under live in your household?	0.
Vehicle performance	4.
Please indicate the primary driver's age.	
Please indicate your gender	.
Please indicate your occupation.	.

Vehicle Satisfaction Ratings

What is your attitude overall towards the BRAND of your new car?	3.
Rear view styling (rear fascia, bumper)	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	4.
Location and usefulness of interior lighting	2.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Climate control operation (function and ease of use)	4.
How was your purchasing experience (the dealer/dealership)?	4.
Is there anything about your new vehicle you would like to see changed?	bluetooth connection
What are your favorite parts of your new vehicle?	color
Transmission gear change performance (smoothness)	2.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Ease of using system displays while driving	4.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Ride quality	4.
Overall audio, entertainment, and navigation system impression	3.
Integration with phones	3.
Safety and visibility while driving	3.
Fuel economy and driving range	3.
Clarity of sound	4.
Integration with media players	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Vehicle storage and space usage	4.
Engine exhaust sound	4.

Shift between gears is rough/harsh under normal driving conditions

Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Coasting (no gas pedal applied). Deceleration. Braking.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure. seems to be on deacceleration
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	have not taken car in yet to be looked at.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.

Shift between gears is rough/harsh under normal driving conditions	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.

Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Coasting (no gas pedal applied). Deceleration. Braking.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	see previous transmission question
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
Feedback/Concerns:	make sure to strive for high quality
What has Chrysler done right?	styling

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Additional Comments:	it may not be that there is anything wrong other than the design. I have thought i have put the car in park and ended up in reverse on several occasions.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. I don't like the fact that the shifter stays in the same location. With older models you could tell what gear you were in by feel
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs intermittently.

Engine cranks too long before starting	
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	nothing consistent in garage or not
Please indicate when the starting trouble occurs:	Cold condition - first start of the day or after vehicle is off for 6+ hours.
Additional Comments:	have taken car in for service and has been fixed
Approximately how long does it take for the engine to finally start?	6 to 10 seconds.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine cranks too long before starting.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions. Hesitation or delay when shifting between gears.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	5,000-6,999.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG9EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	06/16/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6150421607
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K149461031
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	295966720	Report Version	1	Open Date	06/28/2015
Close Date	06/28/2015	Narrative Date	06/29/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Keyless entry, sound system, sunroof, AWD, roominess
Transmission gear change performance (smoothness)	1.
Fuel economy and driving range	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Navigation system route accuracy	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
Engine sound	3.
Integration with media players	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Engine performance during acceleration	4.
Ride quality	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Ease of using system displays while driving	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Interior noise level while driving	5.
How do you feel about the durability of your new vehicle?	5.
Seat adjustment and comfort	3.
Wheels, rims, and tires appearance and styling	4.
What is your attitude overall towards your new car?	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	Poor transmission after learning habits, bluetooth misic does not display song title, 120v/usb in back seat, mileage, head rest adjustability

Detail on Low Rated Items

You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	see previous
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	trans, headrest adjustability, too far from head

About You

Ability to test drive	1.
-----------------------	----

About You

Vehicle performance

Vehicle fuel economy

Please indicate your occupation status.

Primary vehicle you were considering:

Secondary vehicle you were considering:

Which, if any, influenced your purchase decision? (check all that apply):

When considering this vehicle

Please indicate your gender

What is your current marital status?

Secondary vehicle in your household:

Please indicate your highest education level

Convenience of dealership location

Financing options

What is your average miles per gallon (MPG) with your vehicle?

Please indicate the primary driver's age.

Please indicate your occupation.

Trade-in allowance

How many children 17 or under live in your household?

What is your primary language?

Did you purchase or lease your vehicle?

Is this your first new vehicle ever purchased / leased?

Please tell us about the vehicle you replaced (if applicable)

Which of the following best describes the area you live in?

Primary vehicle in your household:

Vehicle styling

Price

Please indicate your ethnicity

What year were you born?

What price did you pay for your vehicle?

What is your total household income (before taxes)?

Vehicle availability

Dealership treatment

Vehicle quality

1.

1.

Primary Considered Vehicle: New.

Secondary Considered Vehicle: New.

Value for the money.

Price/Purchase Terms/Financing.

Recommendations from friends or family.

Vehicle test drive.

Interact with dealership by phone.

Test drive the vehicle.

Visit the dealership.

Interact with dealership by email.

Research online.

█ .

█ d.

Secondary Household Vehicle: Purchased New.

Trade / technical school.

1.

1.

19-20 mpg.

█

█

1.

█

English.

Lease.

No.

Replaced Vehicle: Purchased New.

Suburban.

Primary Household Vehicle: Purchased New.

1.

4.

█

█

259 mo

\$80,000 - \$99,999.

1.

1.

1.

Overview

Please rate your overall level of satisfaction with the DVD

Printed User Guide format is easy to understand and use

Information in the Printed User Guide is easy to find and access

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Which automotive publications do you subscribe to? (check all that apply)

Overall, how satisfied are you with the quality of your new vehicle?

Did you review the Printed User Guide?

Did you review the Owner's Information DVD?

What have you used to view your DVD? (check all that apply)

Was the trouble resolved to your satisfaction?

Printed User Guide covers the necessary features

DVD format is easy to understand and use

Information on the DVD is easy to find and access

Please rate your overall level of satisfaction with the Printed User Guide

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

3 (neither satisfied nor dissatisfied).

4 (agree).

4 (agree).

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

None or other (if other, please describe).

Satisfied.

Yes.

Yes.

Home DVD Player.

Computer/laptop.

No.

4 (agree).

4 (agree).

4 (agree).

4 (satisfied).

Yes.

Yes.

Overview	
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please explain further about your choice to recommend your vehicle:	I like the vehicle but would like it more except for the trans issues
Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Neutral (N). Drive (D). Park (P). Reverse (R).
Why is the gear selector difficult to operate?	Other (please describe).
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Please describe conditions when this trouble occurs:	vehicle rolls to park. Attempt to place vehicle in P. Have to move selector on selection at a time and lot directly to park
How often does this trouble occur?	Trouble occurs intermittently.
Shifts at wrong times	
Are you using your vehicle for towing when the problem occurs?	No.
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). varies
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration. Normal acceleration.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Please describe conditions when this trouble occurs:	Hit gass to accelerate and lags
Additional Comments:	see prevoius
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Hesitation or delay when shifting between gears	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Hard acceleration.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 4th Gear. 1st Gear. 3rd Gear.
Additional Comments:	see previous
Automatic Transmission	
Automatic Transmission	Shifts at wrong times. Slips/will not engage gear properly/shifts erratically. Hesitation or delay when shifting between gears. Gear selector is difficult to operate (auto. trans.).
Slips/will not engage gear properly/shifts erratically	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	City driving/stop-and-go traffic. Normal acceleration.
Please describe conditions when this trouble occurs:	seems to lag/resitate when accellerating into first or second.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply):	1st Gear. seems to hestiate 2nd Gear. seems to hestiate

Slips/will not engage gear properly/shifts erratically	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Are you using your vehicle for towing when the problem occurs?	No.
Additional Comments:	Took car to dealer. Dealer cleared out adaptive settings of trans. Ran great for a week or two. Back to same issue. Two friends with same model have same issue

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
What has Chrysler done right?	Have a 09 Journey. I wish my Journey have the same quality as my 2014 300. You are on the right track.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG2EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	08/19/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6214411041
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K193463542
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	296400812	Report Version	1	Open Date	07/01/2015
Close Date	07/01/2015	Narrative Date	07/02/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

About You

Which, if any, influenced your purchase decision? (check all that apply):

- Previous experience with the vehicle/brand.
- Dealer/Salesperson interaction.
- Dealership information.
- Manufacturer's website.

Primary vehicle you were considering:

- Primary Considered Vehicle: New.
- Challenger.
- Dodge.
- 2014.

Did you purchase or lease your vehicle?

Please tell us about the vehicle you replaced (if applicable)

- Purchase.
- Replaced Vehicle: Purchased Used.
- 2011.
- Charger.
- Dodge.
- 24,000
- 34-36 mpg.

What price did you pay for your vehicle?

What is your average miles per gallon (MPG) with your vehicle?

Trade-in allowance

Vehicle availability

Dealership treatment

Vehicle quality

Vehicle styling

Primary vehicle in your household:

- Charger.
- Dodge.
- Primary Household Vehicle: Purchased Used.
- 2010.
- English.

What is your primary language?

Please indicate your gender

What is your current marital status?

Is this your first new vehicle ever purchased / leased?

Price

Secondary vehicle in your household:

- No.
- 3.
- 3/4 Ton Trucks.
- Secondary Household Vehicle: Purchased Used.
- Ford.
- 4.
- 4.
- Technical Specialty.
- High school degree / GED.
- Interact with dealership by phone.
- Visit the dealership.
- Interact with dealership by email.
- Research online.

Convenience of dealership location

Financing options

Please indicate your occupation.

Please indicate your highest education level

When considering this vehicle

How may children 17 or under live in your household?

Vehicle performance

Ability to test drive

Vehicle fuel economy

Please indicate your ethnicity

Please indicate your occupation status.

About You	
Which of the following best describes the area you live in?	Rural.
No Concerns	
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Took to the dealer I purchased my vehicle from for a warranty repair. Shifter failure
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Printed User Guide format is easy to understand and use	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Vehicle Satisfaction Ratings	
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Integration with media players	3.
Seat adjustment and comfort	3.
Steering wheel adjustment	3.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Clarity of sound	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Welcome	
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Vehicle Issues/Things Gone Wrong	

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.
Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Knippen Dodge is the BEST!
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Don't like the '15 look That's why I bought a '14 before they were gone
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Steering wheel design (like my '10 better) Backrest/headrest design, can't seem to get it right for long trips, gives me shoulder/neck pain

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAGXE[REDACTED]	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	02/26/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1003410349
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K046463465
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number	[REDACTED]	System Key	296750603	Report Version	1	Open Date	07/07/2015
Close Date	07/07/2015	Narrative Date	07/08/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Primary vehicle you were considering:	Honda.
	2014.
	CR-V.
	Primary Considered Vehicle: New.
When considering this vehicle	Interact with dealership by email.
	Test drive the vehicle.
	Visit the dealership.
	Research online.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New.
	Chrysler.
	Sebring.
	2009.
Please indicate the primary driver's age.	[REDACTED]
Primary vehicle in your household:	Chrysler.
	2004.
	Sebring.
	English.
What is your primary language?	4.
Vehicle availability	4.
Vehicle styling	4.
Please indicate your highest education level	4 year college degree.
Dealership treatment	5.
Vehicle quality	5.
Price	3.
Convenience of dealership location	4.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive.
Please indicate your gender	[REDACTED]
Please indicate your occupation.	[REDACTED]
Please indicate your occupation status.	[REDACTED]
What year were you born?	[REDACTED]
What price did you pay for your vehicle?	35000
What is your total household income (before taxes)?	\$80,000 - \$99,999.
How many children 17 or under live in your household?	0.
Financing options	4.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Trade-in allowance	3.
Vehicle fuel economy	4.
Ability to test drive	5.
Vehicle performance	5.
Please indicate your ethnicity	[REDACTED]
What is your current marital status?	[REDACTED]
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.

No Concerns

Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Owner's Information DVD?	Yes.
DVD format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).

No Concerns

Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
Which feature or section of the Printed User Guide did you find most helpful and why?	how-tos
Printed User Guide format is easy to understand and use	5 (strongly agree).
Printed User Guide covers the necessary features	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Took to the dealer I purchased my vehicle from for scheduled maintenance.
Was there information needed that was not included in the User Guide?	no
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Vehicle Satisfaction Ratings

Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	gear shift
Transmission gear change performance (smoothness)	3.
Ease of using system displays while driving	5.
What are your favorite parts of your new vehicle?	radio, phone, GPS
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ride quality	5.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler	No.
--	-----

Contact Me	
LLC to contact you about your Chrysler vehicle?	
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
What Can We Do Better?	
What has Chrysler done right?	all else
Feedback/Concerns:	shift s ick is hard to put in park and change to drive.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	gear shift

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABGXEH3	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	06/11/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6133410608
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K122461075
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	298324687	Report Version	1	Open Date	07/24/2015
Close Date	07/24/2015	Narrative Date	07/27/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	Have to hit the shifter twice to get out of gear and into park
Additional Comments:	I though it my inexperience with the electronic shifter, but now I think its a poor design
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. Shifter is very clunky - not smooth at all.
Why is the gear selector difficult to operate?	Other (please describe).
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.

Overview

Please explain further about your choice to recommend your vehicle:	I have a fondness for Chryslers
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Owner's Information DVD?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Printed User Guide?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

About You

How many children 17 or under live in your household?	0.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. 2005. Replaced Vehicle: Purchased New. PT Cruiser.
Please indicate your occupation status.	Employed.
Which, if any, influenced your purchase decision? (check all that apply):	Consumer Reports ratings. Price/Purchase Terms/Financing. Automotive magazines. Image that the vehicle portrays. Previous experience with the vehicle/brand. Vehicle test drive.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Rural.
What is your current marital status?	
What price did you pay for your vehicle?	Don't remember
Please indicate your occupation.	Skilled Trade.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Interact with dealership by phone.

About You	
Please indicate the primary driver's age.	Research online. [REDACTED]
Please indicate your gender	[REDACTED].
What year were you born?	1[REDACTED]
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Please indicate your ethnicity	[REDACTED].
Please indicate your highest education level	Graduate degree.

Vehicle Satisfaction Ratings	
Headlight illumination/performance during night-time driving	1.
Safety and visibility while driving	3.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Better shifter, wider focus on headlights
Integration with media players	3.
Fuel economy and driving range	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Transmission gear change performance (smoothness)	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Engine performance during acceleration	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	Interior styling
Integration with phones	4.
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Shifter and garage door opener. headlights

Detail on Low Rated Items	
You rated headlight illumination/performance during night-time driving Low. Use this space to provide any specific comments you would like to share.	Headlight beams are so narrowly focused it is hard to turn corners at night where there are no streetlights

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other. Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXBGXE[REDACTED]	Model Year	2014	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
Built Date	08/04/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6174410248
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K161461185
Color	PR3	TORRED					

Report Number	[REDACTED]	System Key	298716811	Report Version	1	Open Date	07/29/2015
Close Date	07/29/2015	Narrative Date	07/30/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

What Can We Do Better?

Feedback/Concerns:	Clear coat on paint is soft needs to be more like Fords clear coat.
What has Chrysler done right?	Charger is a great car would be better wi h two 2 doors

Remote lock/unlock broken/not working

Please tell us your cell phone model	galaxy 6 active
Please choose your cell phone carrier	AT&T Mobile.
Do you recall your cellular coverage at the time?	Full cellular coverage.
How long was your vehicle parked before activating the remote lock/unlock?	Less than 1 week.
Please choose your cell phone brand	Samsung.

About You

How may children 17 or under live in your household?	0.
Price	3.
Ability to test drive	3.
Vehicle performance	3.
Vehicle fuel economy	3.
Please tell us about the vehicle you replaced (if applicable)	Dart. Dodge. 2013. Replaced Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	Dealership information. Previous experience with the vehicle/brand. Vehicle test drive. Image that the vehicle portrays. Dealer/Salesperson interaction.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Interact with dealership by phone. Research online.
Trade-in allowance	3.
Dealership treatment	3.
Vehicle styling	3.
What is your primary language?	English.
Please indicate your highest education level	High school degree / GED.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
What price did you pay for your vehicle?	32,000.00
Primary vehicle you were considering:	2013. Mustang. Primary Considered Vehicle: New.
Secondary vehicle in your household:	Ford. 2014. Dodge. Secondary Household Vehicle: Purchased New. Challenger.
Vehicle quality	3.
Please indicate your ethnicity	[REDACTED]
Please indicate your gender	[REDACTED]
What is your current marital status?	[REDACTED]
Is this your first new vehicle ever purchased / leased?	No.

About You	
Please indicate your occupation status.	Employed.
What year were you born?	NJ
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Convenience of dealership location	3.
Financing options	3.
Vehicle availability	4.

Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Satisfaction Ratings	
Clarity of sound	4.
Integration with media players	4.
Wheels, rims, and tires appearance and styling	4.
What is your attitude overall towards your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Ease of using system displays while driving	4.
Appearance of exterior paint	4.
Interior noise level while driving	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
Ease of getting into and out of vehicle	5.
Safety and visibility while driving	5.
Is there anything about your new vehicle you would like to see changed?	2 Door version would be nice
Exterior design and appearance (overall impression)	3.
Integration with phones	4.
Location and usefulness of interior lighting	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
Overall audio, entertainment, and navigation system impression	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Navigation system route accuracy	4.
Seat adjustment and comfort	4.
Engine performance during acceleration	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	Aftermarket Mopar CAI
Engine exhaust sound	2.
Engine sound	3.

Overview	
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide covers the necessary features	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).

Hands-Free Phone / Bluetooth system loses connection	
Connection problem happens on:	Cell phone network.
Lost connection problem happens when:	In the middle of a call.
How often does this trouble occur?	Trouble occurs intermittently.
Is there more than one phone paired to the vehicle?	No.
Were you in the middle of a call?	No.

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection. Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Body panels/doors misaligned/excessive gaps/poor fit	
Please indicate the location of the trouble (check all that apply):	Passenger's side front door. not gapped right Driver's side front door. not gapped right Hood. drivers side not seated /higher than passenger side
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.

Uconnect Access	
Uconnect Access	Uconnect Access Application. Remote Features.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Body panels/doors misaligned/excessive gaps/poor fit. Dents/dings were present on exterior body panels at delivery. Wheels were chipped/scratched/damaged at delivery.

Dents/dings were present on exterior body panels at delivery	
Please indicate which body panels had dents/dings present at delivery (check all that apply):	Front bumper. nick in paint Passenger's side rear fender/quarter panel. small ding

Remote Features	
Remote Features	Remote lock/unlock broken/not working.

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe when this trouble occurs:	When there is outside noise or the blower is on. AC blower on full
Do you usually set HVAC vent direction toward ceiling?	Yes.
Please indicate which words, if any, are constantly misrecognized:	intermittent

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Samsung.
Please tell us your cell phone model	Galaxy6 active

Wheels were chipped/scratched/damaged at delivery	
Please indicate which wheels were damaged (check all that apply):	Driver's side rear wheel. stained chrome nicks Driver's side front wheel. Nicks in chrome
Additional Comments:	nicks in the chrome covering and easily nicked during driving stained chrome

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Vehicle Exterior.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Paint clear coat is soft swirl markets two easily chrome covers on wheels stained and chipped

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXH6DH	Model Year	2013	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN	
Built Date	06/03/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6145321837
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K153361388
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	298844355	Report Version	1	Open Date	07/30/2015
Close Date	07/30/2015	Narrative Date	07/31/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on High Rated Items

You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	Flowing of the lines blend in
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Rear taillight and design look better than a 2015
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	I have bad knees and I can slide in and out with ease
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	The whole car in general is good
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Fuel mileage

What Can We Do Better?

What has Chrysler done right?	Just about everything
Feedback/Concerns:	Electronic shifting on the 8speed transmission

Radio/CD player/CD changer

Approximately how many miles were on the vehicle at that time?	20,000-29,999.
When was the replacement made on your vehicle?	18-24 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Vehicle Satisfaction Ratings

Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	The whole package
Support for popular music/video formats	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with media players	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Engine exhaust sound	5.
Is there anything about your new vehicle you would like to see changed?	The eight speed electronic shifting
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.

About You

Please indicate your ethnicity	
Primary vehicle in your household:	Charger.
	2013.
	Dodge.
Please indicate your occupation.	Other.
Did you purchase or lease your vehicle?	Purchase.
Secondary vehicle in your household:	2008.
	Secondary Household Vehicle: Purchased Used.

About You	
Please indicate your highest education level	Maxima.
Please indicate your gender	Nissan.
What is your current marital status?	High school degree / GED.
What is your total household income (before taxes)?	0.
How may children 17 or under live in your household?	Retired.
Please indicate the primary driver's age.	23-24 mpg.
Please indicate your occupation status.	English.
What year were you born?	Suburban.
What is your average miles per gallon (MPG) with your vehicle?	
What is your primary language?	
Which of the following best describes the area you live in?	

Engine makes abnormal/excessive noises	
Engine noise occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Engine noise sounds like (check all that apply):	Humming.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine noise occurs while vehicle is (check all that apply):	Soon after vehicle start-up. Sounds like a whirring sound. Doesn't always do it ...
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs intermittently.
Engine noise occurs (check all that apply):	Within first 5 minutes after starting vehicle.
Please describe conditions when this trouble occurs:	Parked in the garage

Overview	
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, appointment currently scheduled.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please explain further about your choice to recommend your vehicle:	Great family car good looks sporty looks good gas mileage . Rides beautifully
Would you recommend this vehicle to family or friends?	Yes.

Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.

Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Other	
Approximate mileage when trouble was first noticed was:	10,000-19,999.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.
	Other.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The eight speed transmission shifter . The electronics of it

Entertainment/Navigation System/Connectivity Components	
Entertainment/Navigation System/Connectivity Components	Radio/CD player/CD changer.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG8EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	09/17/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6214411128
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K247461030
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	298978974	Report Version	1	Open Date	07/20/2015
Close Date	07/31/2015	Narrative Date	08/03/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Shift between gears is rough/harsh under normal driving conditions

Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. Occasional very harsh shift between 1st and 2nd gear 2nd Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration. Pulling out into traffic etc
Additional Comments:	Mentioned it to the dealer and they're going to take a look at it next time. After the last oil change it seem to subside but now it's back. Again, not all the time, but every now and then depending on traffic and how I have to accelerate.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Very harsh shift between 1st and 2nd during quick acceleration pulling out into traffic. It doesn't happen all the time.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.

Overview

Printed User Guide covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).

Automatic Transmission

Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain.
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Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	11/02/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6282310766
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K296363080
Color	PX8	GLOSS BLACK					

Report Number		System Key	299715977	Report Version	1	Open Date	08/07/2015
Close Date	08/07/2015	Narrative Date	08/10/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Gear selector. Front door cup holders useless. Styling fell flat from previous generation.
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Vehicle Satisfaction Ratings

Steering and handling (responsiveness, stability)	4.
Headlight illumination/performance during night-time driving	4.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Vehicle storage and space usage	3.
Interior noise level while driving	4.
Ride quality	4.
Front view styling (front fascia, hood, grille, headlight area)	3.
Rear view styling (rear fascia, bumper)	5.
Is there anything about your new vehicle you would like to see changed?	Like boldness of previous model. Gear selector is terrible.
Wheels, rims, and tires appearance and styling	2.
Exterior design and appearance (overall impression)	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards the BRAND of your new car?	4.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Engine exhaust sound	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Clarity of sound	4.
Integration with media players	4.
What are your favorite parts of your new vehicle?	Value, looks and feel for the money.
Seat adjustment and comfort	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
Navigation system route accuracy	3.
Engine sound	4.
Ease of getting into and out of vehicle	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
What is your attitude overall towards your new car?	4.
Engine performance during acceleration	4.
Ease of using system displays while driving	4.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	3.

Other

To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe conditions when this trouble occurs:	Every day.

Other

Please describe the other trouble you experienced:

1. Shift selector is difficult to use and hard to select. It often takes 2-3 tries to shift from park to drive, reverse etc. 2. This car should have a park brake on the console. 2. Long large front doors open so far they are difficult to close when seated. 3. Styling is blah compared to my past 300C 4. Heated steering should be controllable. It gets hot in places.

About You

Primary vehicle in your household:

Durango.
Dodge.
Primary Household Vehicle: Purchased New.
2014.

What is your primary language?

English.

Which of the following best describes the area you live in?

Rural.

Please indicate your gender

Male.

What is your current marital status?

Married.

How many children 17 or under live in your household?

0.

What year were you born?

1980.

Please indicate your occupation.

Software Engineer.

Please indicate your ethnicity

White.

What is your total household income (before taxes)?

More than \$200,000.

What is your average miles per gallon (MPG) with your vehicle?

19-20 mpg.

Please indicate your highest education level

2 year college degree.

Please indicate your occupation status.

Employed.

Please indicate the primary driver's age.

35-44.

Did you purchase or lease your vehicle?

Purchase.

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was:

Less than 10,000.

Additional Comments:

The shift selector in this car is terrible compared to my 2005 300 and it is dismal compared to the rotary dial in my Durango.

Please describe conditions when this trouble occurs:

Shifter selector is temperamental. A rotary dial should be used like in my Durango.

Going into which position is the gear selector difficult to operate? (check all that apply):

Drive (D). Shifter selector is temperamental. A rotary dial should be used like in my Durango.

Reverse (R). Shifter selector is temperamental. A rotary dial should be used like in my Durango.

To the best of your recollection, the trouble was first noticed:

9-12 months into ownership.

How often does this trouble occur?

Trouble occurs regularly.

Overview

Was the trouble resolved to your satisfaction?

Yes.

Which automotive publications do you subscribe to? (check all that apply)

Car and Driver.
Motor Trend.
Consumer Reports ratings.

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

Yes.

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Please explain further about your choice to recommend your vehicle:

Good value compared to Euro models or Cadillac.

Would you recommend this vehicle to family or friends?

Yes.

Front doors are difficult to open/close

Please describe conditions when this trouble occurs:

Every day.

Please indicate which door is difficult to open/close (check all that apply):

Driver's side front door. Opens too far away to close w/o while sitting.
Passenger's side front door. Opens too far away to close w/o while sitting.

To the best of your recollection, the trouble was first noticed:

9-12 months into ownership.

Please indicate which of the following best describes your concern (check all that apply):

Difficult to close. The door opens so far out that it is difficult to grab to close.
Handle/strap should protrude more.

Additional Comments:

Door should have intervals where the door will hold while entering/exiting rather than full open.

Approximate mileage when trouble was first noticed was:

Less than 10,000.

How often does this trouble occur?

Trouble occurs regularly.

Welcome

Please tell us how many miles are currently on your vehicle:

30,000-39,999.

Are you the primary driver of this vehicle?

Yes.

Front Doors	
Front Doors	Front doors are difficult to open/close.

Lights	
Lights	Fog/water/condensation in exterior light lenses.

Trunk lid is difficult to open/close	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe conditions when this trouble occurs:	when using the trunk.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to close. Auto closing button or a handle would make operation easier. Hands get dirty or leave marks on the lid when closing. Trunk opening is too small.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Brake System. Features/Controls/Displays. Transmission and Drivetrain. Vehicle Exterior. Other.

Detail on High Rated Items	
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	8 speed is awesome. The selector sucks.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	8 speed.
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Small fins are sharp & unique.

What Can We Do Better?	
Feedback/Concerns:	Styling should be bolder. Shift selector stinks. Door cup holders are useless. Foot parking brake is so 1950's.
What has Chrysler done right?	Interiors now rock. Infotainment in my 2014 Durango is awesome. My older system in my 2014 300 is just okay.

Cup holder	
Where did you take your vehicle to have the component replaced?	Other (please specify). Front door cup holders are useless. Nothing fits into them due to the angle needed to place a water bottle.

Fog/water/condensation in exterior light lenses	
Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):	Passenger's side headlight. replaced at dealer the first month of ownership Driver's side headlight. replaced at dealer the first month of ownership
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Trunk Lid	
Trunk Lid	Trunk lid is difficult to open/close.

Interior Trim/Storage/Window Components	
Interior Trim/Storage/Window Components	Cup holder.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Features and Controls	
Features and Controls	Heated Steering Wheel.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5E	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	12/18/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6340310476
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K348361644
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	299974281	Report Version	1	Open Date	08/11/2015
Close Date	08/11/2015	Narrative Date	08/12/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on High Rated Items

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I asked the wife what she didnt like about the car she said the front grill is ugly and the wheels could be better looking
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	The LED headlights are very bright i almost dont even need to use the high beam setting
You rated ride quality High. Use this space to provide any specific comments you would like to share.	The ride quality was awesome in the challenger as well as it is in this 300, the wife feels like a GROWN UP in this car
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	The car handles well, and out accelerated my friends brand new toyota pick up truck ??
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	The leather seats make this car seem like a jr Limo
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	My wifes dad likes our car enough that he said he wants to buy one
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Excellent trunk space and rear seats can fold down if needed a plus
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Our challenger and this 300 both get better mpg than our caliber, dodge really screwed up with that CVT transmission
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The performance of the motors power acceleration and still decent gas mileage
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Very roomy car everyone who rides in it with us is impressed
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	We feel like we got a lot of car for our money, when we compare what friends and family have in other brands for their money
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	Its my first chrysler and im impressed so far, i will definately consider another when that time comes
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	The controls on the steering wheel are nice to keep your eyes on the road. Im a CDL truck driver so i appreciate the safety this provides
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	The wife said she loves the hands free head set free cords and wires free system
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	This engine we had in our challenger so we all ready knew it had more power and better mpg than the caliber
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Putting the ipod and cord in the center arm rest out of view no cords around he cockpit and able to control the ipod from he stereo is awesome
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	The wife went from a dodge caliber to this 300 so she no ices everything better about it

Vehicle Satisfaction Ratings

Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of using system displays while driving	5.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Appearance of exterior paint	4.
How do you feel about the durability of your new vehicle?	4.
Steering and handling (responsiveness, stability)	5.
Safety and visibility while driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Engine performance during acceleration	5.
How was your purchasing experience (the dealer/dealership)?	4.
Integration with media players	5.
What is your attitude overall towards your new car?	5.
Overall audio, entertainment, and navigation system impression	4.
Ease of getting into and out of vehicle	5.

Vehicle Satisfaction Ratings	
Interior noise level while driving	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Front view styling (front fascia, hood, grille, headlight area)	3.
Wheels, rims, and tires appearance and styling	3.
Rear view styling (rear fascia, bumper)	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Exterior design and appearance (overall impression)	4.
Ride quality	5.
What are your favorite parts of your new vehicle?	She loves her leather seats & wished they had a/c in them
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	5.
Is there anything about your new vehicle you would like to see changed?	The transmission shifter is a little weirdand the Subwoofer in the trunk doesnt seem to do much
Transmission gear change performance (smoothness)	3.
Clarity of sound	4.
Engine exhaust sound	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine sound	4.
Integration with phones	5.
Fuel economy and driving range	5.
What is your attitude overall towards the BRAND of your new car?	5.

Overview	
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
What have you used to view your DVD? (check all that apply)	Home DVD Player. Vehicle DVD Player.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please provide feedback on how Chrysler can improve the Printed User Guide	N/a
DVD format is easy to understand and use	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Would you recommend this vehicle to family or friends?	Yes.
Please provide feedback on how Chrysler can improve the Smartphone Application	The wife says the system is awesome she loves it
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. Took it the dealer in my home town
Was there information needed that was not included in the User Guide?	Dont remember
Printed User Guide covers the necessary features	4 (agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Owner's Information DVD?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). None
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Smartphone Application covers the necessary features	5 (strongly agree).
Did you review the Printed User Guide?	Yes.

About You	
Primary vehicle you were considering:	Primary Considered Vehicle: New. 2014. Charger. Dodge.

About You

Secondary vehicle in your household:

1500.

Secondary Household Vehicle: Purchased New.

Ram.

2014.

Which, if any, influenced your purchase decision? (check all that apply):

Advertisements.

Image that the vehicle portrays.

Dealer/Salesperson interaction.

Lifestyle.

Value for the money.

Vehicle test drive.

Price/Purchase Terms/Financing.

Employed.

Please indicate your occupation status.

Convenience of dealership location

1.

Please indicate the primary driver's age.

██████████

How many children 17 or under live in your household?

1-2.

Primary vehicle in your household:

2007.

Dodge.

Primary Household Vehicle: Purchased New.

Ram 1500.

Dealership treatment

5.

Did you purchase or lease your vehicle?

Purchase.

What is your total household income (before taxes)?

\$80,000 - \$99,999.

Vehicle styling

1.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

There was something wrong with the passenger seat a lump and the salesman walked away from us when we asked if it could be fixed or replaced

Vehicle availability

1.

Please tell us about the vehicle you replaced (if applicable)

Dodge.

2008.

Replaced Vehicle: Purchased New.

Caliber.

Financing options

1.

Please indicate your gender

██████████

Is this your first new vehicle ever purchased / leased?

No.

What price did you pay for your vehicle?

27,000

What year were you born?

██████████

What is your primary language?

English.

What is your current marital status?

██████████

Please indicate your highest education level

████████████████████ .

Vehicle quality

5.

Please indicate your ethnicity

██████████

Please indicate your occupation.

Other.

Ability to test drive

1.

When considering this vehicle

Visit the dealership.

Test drive the vehicle.

Research online.

Trade-in allowance

1.

What is your average miles per gallon (MPG) with your vehicle?

25-26 mpg.

Vehicle performance

1.

Vehicle fuel economy

1.

Which of the following best describes the area you live in?

Other (please specify). Arizona desert

Price

1.

Welcome

Are you the primary driver of this vehicle?

No.

Please tell us how many miles are currently on your vehicle:

5,000-6,999.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Other.

What Can We Do Better?

Feedback/Concerns:

the leather seats could have been cooled as well as heated

What Can We Do Better?	
What has Chrysler done right?	Classy comfortable good riding good gas mileage to power ratio grown up car. A car youre not embarrassed to pull up to Valet parking with
Other	
Please describe the other trouble you experienced:	Recall for alternator, and had to wait for several months for part to be available
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The transmission shifts and bangs hard sometimes when downshifting especially when pulling up my driveway into the garage

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXJGXE[REDACTED]	Model Year	2014	Body	LDES48	DODGE CHARGER SXT AWD FOUR DOOR SEDAN	
Built Date	02/03/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6015421853
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K014461589
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	300614107	Report Version	1	Open Date	08/07/2015
Close Date	08/18/2015	Narrative Date	08/19/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Welcome

Please tell us how many miles are currently on your vehicle: 5,000-6,999.

Are you the primary driver of this vehicle? Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight
Interior Climate Control.
Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAGXEH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	05/08/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6118420018
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K114461384
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	300736248	Report Version	1	Open Date	08/08/2015
Close Date	08/19/2015	Narrative Date	08/20/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Detail on High Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	all controls are easily visible
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Beats Audio is great
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	dome reading lights give good illumination
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Easy to program and speaks "before" your upcoming turns
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Even worked with our basic phones...no need to upgrade phone to just use services
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	Full view with no blind spots. great when parking
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	good finish and style
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Grill is awesome
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	Ipod compatability was easy to use
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Like the dual exhaust
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Like the sporty yet stylish flare
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Love the Beats Audio and MP3 interface
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	low to ground but mot a kid's car look
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Paint is easy to maintain
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	quiet when at highway speeds. No loud tire noise or wind noise
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Separate temperature controls are great for husband and wife peace of mind
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	steering wheel controls are easy to use
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Sunroof and engine. Contrary to magazine reports, the engine is very powerfull
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	trunk is huge and has a safety net

Squeak/rattle/abnormal noises from instrument panel/dashboard

Please describe conditions when this trouble occurs:	driving...
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	something in the dash area with the screen or the analog clock is making a rattling noise as you drive down the road.
Additional Comments:	We can not isolate exactly what is rattling in the dash but it is annoying considering the price of the vehicle.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Engine and touchscreen
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Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	Gearshift
Headlight illumination/performance during night-time driving	4.
Transmission gear change performance (smoothness)	4.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.

Overview	
Please explain further about your choice to recommend your vehicle:	Feels like a luxury vehicle without the high price. Overall quality is good. Hate rattle though
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Printed User Guide covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

What Can We Do Better?	
Feedback/Concerns:	Glad to see gear shift changed in 2015 model. Hate the one n the 2014.
What has Chrysler done right?	Quality, price, quietness of ride, craftiness of interior. Body styling is great. Like 2014 body more than 2015

Shift between gears is rough/harsh under normal driving conditions	
Please describe conditions when this trouble occurs:	Hot weather and transmission surges forward. Always forward.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. Car jerks when you put it in drive. tech did software update. Problem is still a random occurrence though.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Occurs most often on hot days when vehicle has been sitting still for a long time. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. same as above
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Just putting into gear to back out of driveway...car jerks at times...feels like it surges forward and then jumps into a gear.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Just the transmission surge and getting used to the spring loaded gearshift.

Slips/will not engage gear properly/shifts erratically	
Please describe conditions when this trouble occurs:	Normal driving conditions
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply):	1st Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Are you using your vehicle for towing when the problem occurs?	No.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	transmission [REDACTED]
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Shifts at wrong times	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Hesitation or delay when shifting between gears	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Welcome	
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Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	No.
Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions. Shifts at wrong times. Slips/will not engage gear properly/shifts erratically.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Transmission and Drivetrain.
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG2EH	Model Year	2014	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN	
Built Date	11/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1226310564
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K297363413
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	301008510	Report Version	1	Open Date	08/23/2015
Close Date	08/23/2015	Narrative Date	08/24/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings	
Front view styling (front fascia, hood, grille, headlight area)	3.
Ease of using system displays while driving	4.
Rear view styling (rear fascia, bumper)	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Wheels, rims, and tires appearance and styling	5.
What is your attitude overall towards your new car?	3.
Appearance of exterior paint	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Vehicle storage and space usage	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine sound	5.
Fuel economy and driving range	3.
Engine exhaust sound	5.
Ease of getting into and out of vehicle	3.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
What are your favorite parts of your new vehicle?	Husband likes he drive
What is your attitude overall towards the BRAND of your new car?	5.
Head/leg/foot room	5.
Support for popular music/video formats	1.
Transmission gear change performance (smoothness)	2.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Ride quality	4.
Headlight illumination/performance during night-time driving	5.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	5.
Is there anything about your new vehicle you would like to see changed?	Shifting
How do you feel about the VALUE of your new car? (i.e.	4.
Clarity of sound	5.
Integration with media players	5.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions.

About You	
Secondary vehicle in your household:	Jeep. Secondary Household Vehicle: Purchased New. Cherokee. 2015.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New.

About You	
What is your current marital status?	2014.
What year were you born?	300.
Please indicate your occupation.	Chrysler.
What is your total household income (before taxes)?	
Did you purchase or lease your vehicle?	\$60,000 - \$79,999.
Please indicate your ethnicity	Purchase.
Please indicate your highest education level	
Which of the following best describes the area you live in?	Graduate degree.
Please indicate the primary driver's age.	Suburban.
Please indicate your occupation status.	
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
What is your primary language?	English.
Please indicate your gender	
How may children 17 or under live in your household?	0.

Overview	
Would you recommend this vehicle to family or friends?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please explain further about your choice to recommend your vehicle:	I personally hate the auto distance and accident system. Did not order it on my new vehicle
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.

Exterior body panels/trim	
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
How much did the replacement cost?	Under \$100.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Welcome	
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.

Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Bass is great
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Short way ramps are no problem
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Love the pattern from reflected sun light
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	Owned many many Chryslers.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	SD card is nice. System is not MAC compatible!

Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Reverse (R). Drive (D).
Why is the gear selector difficult to operate?	Other (please describe).
Please describe conditions when this trouble occurs:	Spacing between positions is too narrow

Trunk lid is difficult to open/close	
Please describe conditions when this trouble occurs:	At delivery

Trunk lid is difficult to open/close	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to close. Hand hold cuts fingers
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Had to put duct tape over to prevent injury
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

What Can We Do Better?	
Feedback/Concerns:	Lack of features to accommodate women.
What has Chrysler done right?	Designed a good looking vehicle interior and exterior.

Trunk Lid	
Trunk Lid	Trunk lid is difficult to open/close.

Exterior moldings/trim pieces loose/misaligned/falling off	
Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:	Exterior molding/trim is missing.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):	Other location (please describe). Trim around running lights was totally missing at delivery passenger side

Vehicle Exterior Components	
Vehicle Exterior Components	Exterior body panels/trim.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	The warning system. [REDACTED]

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Shifting and ACC really needs work!
You rated support for popular music/video formats Low. Use this space to provide any specific comments you would like to share.	No Apple/MAC format were not informed must be MS.

Shift between gears is rough/harsh under normal driving conditions	
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Especially from a stop
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure. Irregular jerky
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Exterior moldings/trim pieces loose/misaligned/falling off.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Vehicle Exterior.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG8EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	11/06/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6267421556
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K295463177
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	301543942	Report Version	1	Open Date	08/16/2015
Close Date	08/27/2015	Narrative Date	08/28/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG0EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	08/16/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6205310543
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K219361314
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	301715520	Report Version	1	Open Date	08/28/2015
Close Date	08/28/2015	Narrative Date	08/31/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Integration with media players	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Clarity of sound	5.
Transmission gear change performance (smoothness)	4.
Integration with phones	5.
Ease of using system displays while driving	4.
Engine exhaust sound	5.
Interior noise level while driving	5.
Steering and handling (responsiveness, stability)	5.
Support for popular music/video formats	4.
Safety and visibility while driving	4.
Appearance of exterior paint	5.
Engine performance during acceleration	5.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Is there anything about your new vehicle you would like to see changed?	Regular key, and shifter. Or improve both
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of getting into and out of vehicle	4.
Ride quality	5.
Fuel economy and driving range	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Big looks good comfortable
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Overall audio, entertainment, and navigation system impression	5.
Engine sound	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Rear view styling (rear fascia, bumper)	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Navigation system route accuracy	5.
What is your attitude overall towards the BRAND of your new car?	5.

About You

Please indicate your highest education level	Graduate degree.
Please indicate your ethnicity	.
Please indicate your gender	
Secondary vehicle in your household:	2012. Secondary Household Vehicle: Purchased New. Grand Cherokee. Jeep.
Primary vehicle in your household:	2014.

About You	
	300.
	Primary Household Vehicle: Purchased New.
	Chrysler.
Please indicate your occupation status.	
What year were you born?	
What is your current marital status?	
Which of the following best describes the area you live in?	Rural.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Please indicate the primary driver's age.	
How many children 17 or under live in your household?	0.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your occupation.	Sales Work.
What is your total household income (before taxes)?	More than \$200,000.
What is your primary language?	English.

Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use	
Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):	Other (please describe). Gauge gas not working
Additional Comments:	Gas gauge quit working. Showed had gas but did not

What Can We Do Better?	
Feedback/Concerns:	I don't like the electronic shifter . I think I hav it in park but do not at times and the key situation is too large. I have two cars and both have key fob as big as a large pocket knife. So two of those and office keys, house keys too much in your pocket to carry around!

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	My dealer is great. First Chrysler and I like it!

Overview	
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
If our team has any additional questions about your responses, would you accept further contact?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays.

Displays and Instruments	
Displays and Instruments	Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG5DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	12/12/2012	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6339220361
Transmission	DFG	8-SPD AUTO 8HP45 TRANS				Serial#	M305201410
Color	PX8	GLOSS BLACK					

Report Number		System Key	302067264	Report Version	1	Open Date	09/01/2015
Close Date	09/01/2015	Narrative Date	09/02/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Exterior look, mileage
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	5.
Engine sound	5.
Is there anything about your new vehicle you would like to see changed?	Able to add trailer hitch
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
What is your attitude overall towards your new car?	5.
Clarity of sound	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Vehicle storage and space usage	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
How do you feel about the durability of your new vehicle?	5.
Support for popular music/video formats	4.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Safety and visibility while driving	5.
Ease of getting into and out of vehicle	4.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Brake responsiveness/effort	4.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
Climate control operation (function and ease of use)	5.
Steering and handling (responsiveness, stability)	5.
Interior noise level while driving	5.
Ride quality	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	5.
Engine performance during acceleration	5.
Ease of using system displays while driving	4.
Integration with media players	4.
Headlight illumination/performance during night-time driving	4.

Welcome

Please tell us how many miles are currently on your vehicle:	40,000-49,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Other.
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Other

Approximate mileage when trouble was first noticed was:	30,000-39,999.
How often does this trouble occur?	Trouble occurs regularly.

Other	
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Cruise control	
How much did the replacement cost?	Under \$100.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	30,000-39,999.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Features/Controls/Displays Components	
Features/Controls/Displays Components	Cruise control.

What Can We Do Better?	
Feedback/Concerns:	Window controls could operate better. When shifting into park sometimes does not go easily and does not always shift into park.
What has Chrysler done right?	One of the best cars I have ever owned.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABGXEH	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	12/05/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6323320063
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K325363602
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	305635628	Report Version	1	Open Date	10/08/2015
Close Date	10/08/2015	Narrative Date	10/09/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What year were you born? [REDACTED]

What is your total household income (before taxes)? \$150,000 - \$199,999.

How many children 17 or under live in your household? 0.

What is your average miles per gallon (MPG) with your vehicle? 16-18 mpg.

Secondary vehicle in your household: 2011.
Ford.
Fusion.
Secondary Household Vehicle: Purchased New.

Primary vehicle in your household: 2014.
300.
Chrysler.
Primary Household Vehicle: Purchased New.

Please indicate the primary driver's age. [REDACTED].

Please indicate your ethnicity [REDACTED]

What is your primary language? English.

Please indicate your gender [REDACTED]

What is your current marital status? [REDACTED]

Please indicate your highest education level PhD.

Did you purchase or lease your vehicle? Purchase.

Please indicate your occupation status. [REDACTED]

Please indicate your occupation. [REDACTED].

Which of the following best describes the area you live in? Urban.

Overview

Please explain further about your choice to recommend your vehicle: Because the gear-shifting system is so important to me, I would point out this particular problem to a friend before recommending the car.

Printed User Guide format is easy to understand and use 5 (strongly agree).

Information in the Printed User Guide is easy to find and access 5 (strongly agree).

Printed User Guide covers the necessary features 5 (strongly agree).

DVD format is easy to understand and use 5 (strongly agree).

Information on the DVD is easy to find and access 5 (strongly agree).

Please rate your overall level of satisfaction with the Printed User Guide 5 (very satisfied).

Would you recommend this vehicle to family or friends? No.

If our team has any additional questions about your responses, would you accept further contact? No.

Which automotive publications do you subscribe to? (check all that apply) None or other (if other, please describe). I do not subscribe but I occasionally read most of the above publications.

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained? Other (please explain further, if applicable). The problems I described are design problems. The dealer cannot do anything about them.

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Did you review the Printed User Guide? Yes.

Did you review the Owner's Information DVD? Yes.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Yes.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle? Comfortable; spacious; safe.

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	Gear-shift system.
Headlight illumination/performance during night-time driving	1.
Fuel economy and driving range	3.
Overall audio, entertainment, and navigation system impression	4.
Ease of using system displays while driving	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Rear view styling (rear fascia, bumper)	4.
Ease of getting into and out of vehicle	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Integration with phones	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	5.
Engine sound	5.
Engine exhaust sound	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Electronic gear shift is a bad design, period.
You rated headlight illumination/performance during night-time driving Low. Use this space to provide any specific comments you would like to share.	Illumination is very poor at night. Especially on roads with no light, and especially when turning. It seems that the angle of lighting is such that upon sharp turning, the driver has no visibility whatsoever. It is like driving in the dark.

What Can We Do Better?	
Feedback/Concerns:	Electronic gear-shift system is an big drawback.
What has Chrysler done right?	Overall quality and reliability. Overall cost at good performance.

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	iPhone 6
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.

Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	The automatic electronic transmission does not allow a good feel for the change of gear. Often I end up in R when I pushed to Park and I could be in N when I am going to D. It is extremely dangerous when I think I am in P while the car is really in R. The gear shift does not give a good feeling to the driver.
Additional Comments:	The trouble (gear-shifting) was noticed immediately after delivery of the car. Although I love the car for its many other features, I know now that I would not buy it again if the gear shifting system is still the same. Even old drivers like me need to feel that the change of gear is firm and immediate.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.

Voice Activation / Recognition doesnt recognize command	
Additional Comments:	When the car is running, one cannot use the GPS to enter a destination. One has to use voice command; but that does not work (recognize the voice etc... or recognize something different). Unless one stops to enter directions, there is no solution.
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When stating a name. Since one cannot enter directions when the car is moving this can be very annoying; that is the GPS does not work or follow commands.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display: Other Concerns.
Welcome	
Please tell us how many miles are currently on your vehicle:	Less than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	2C3CCAAG4EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	08/09/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1200310687
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K208361581
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	306090445	Report Version	1	Open Date	10/14/2015
Close Date	10/14/2015	Narrative Date	10/15/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Shift between gears is rough/harsh under normal driving conditions

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. Cannot get smooth acceleration
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration. Maintaining a fairly constant speed on level roads. Normal acceleration. See above
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Reverse (R).
How often does this trouble occur?	Trouble occurs regularly.

Overview

Information in the Printed User Guide is easy to find and access	2 (disagree).
Printed User Guide covers the necessary features	2 (disagree).
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Please rate your overall level of satisfaction with the DVD	2 (dissatisfied).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
DVD format is easy to understand and use	3 (neither agree nor disagree).
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
How many visits did you make to the dealer?	4 visits.
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver. Motor Trend.
What have you used to view your DVD? (check all that apply)	Mac Computer.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.

About You	
Please tell us about the vehicle you replaced (if applicable)	2003. Lincoln. Replaced Vehicle: Purchased Used. Town Car.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Vehicle Satisfaction Ratings	
Head/leg/foot room	5.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions. Shifting paddles/buttons broken/not working.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCABG1E[REDACTED]	Model Year	2014	Body	LXCL48	CHRYSLER 300S RWD FOUR DOOR SEDAN	
Built Date	11/16/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6304310669
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K312363455
Color	PXT	PHANTOM BLACK TRI-COAT PEARL					

Report Number		System Key	306744468	Report Version	1	Open Date	10/21/2015
Close Date	10/21/2015	Narrative Date	10/22/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What year were you born?	
How many children 17 or under live in your household?	
Primary vehicle in your household:	2007. Chevrolet. Primary Household Vehicle: Purchased New. TrailBlazer.
Secondary vehicle in your household:	2015. Secondary Household Vehicle: Purchased New. Sienna. Toyota.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Please indicate the primary driver's age.	
Please indicate your ethnicity	
Please indicate your occupation status.	
What is your primary language?	English.
Please indicate your highest education level	Graduate degree.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	
What is your current marital status?	
Please indicate your occupation.	
Which of the following best describes the area you live in?	Suburban.

Shifts at wrong times

Please describe conditions when this trouble occurs:	Driving in parking lots.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. When driving through parking lots it tends to rev higher before it goes into 2nd gear.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Are you using your vehicle for towing when the problem occurs?	No.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
How often does this trouble occur?	Trouble occurs regularly.

Voice Activation / Recognition doesnt recognize command

Additional Comments:	I don't use the voice control anymore.
What button did you use?	steering wheel button
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When entering information. When stating a name. When there is outside noise or the blower is on. Road and engine noises render the voice recognition unusable.

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	iPhone
If known, please tell us your software version	various
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.
USB connection is broken/not working	
Please indicate the make, model, carrier, and software version on the device used (computer, tablet, etc.):	iphone5
Where is the location of the media port?	Other (please describe). Driver armrest
Please describe the trouble you experienced (check all that apply):	Other (please describe). uConnect occasionally forgets that it knows my phone
Please indicate if you are able to do either of the following (check all that apply):	Play audio.
How often does this trouble occur?	Trouble occurs intermittently.
Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	Replace automatic transmission shifter
What are your favorite parts of your new vehicle?	Style, Comfort for Tall Driver
Integration with phones	4.
Integration with media players	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overview	
Please explain further about your choice to recommend your vehicle:	This car offers the greatest comfort, value, and style for tall people with families.
How many visits did you make to the dealer?	1 visit.
Information in the Printed User Guide is easy to find and access	2 (disagree).
DVD format is easy to understand and use	2 (disagree).
Information on the DVD is easy to find and access	2 (disagree).
Smartphone Application covers the necessary features	2 (disagree).
Please rate your overall level of satisfaction with the DVD	2 (dissatisfied).
Please rate your overall level of satisfaction with the Smartphone Application	2 (dissatisfied).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).

Overview	
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Printed User Guide format is easy to understand and use	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings. None or other (if other, please describe). Autoblog, The Truth About Cars Fully.
Were the trouble(s) repaired or explained?	
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer.
What have you used to view your DVD? (check all that apply)	Vehicle DVD Player.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
What Can We Do Better?	
What has Chrysler done right?	You brought back some swagger. Keep it up. 313 represent.
Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. 8-speed automatic selector is finicky
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs intermittently.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifts at wrong times.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
USB connection issues	
USB connection issues	USB connection is broken/not working.
Media	
Media	USB connection issues.
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHGOEH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	09/10/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6241411226
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K245461360
Color	PWD	IVORY 3 COAT					

Report Number		System Key	307959735	Report Version	1	Open Date	11/02/2015
Close Date	11/02/2015	Narrative Date	11/03/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings	
Engine exhaust sound	5.
Engine sound	5.
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	4.
Clarity of sound	5.
Integration with media players	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Overall audio, entertainment, and navigation system impression	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Ease of using system displays while driving	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
What is your attitude overall towards the BRAND of your new car?	5.
Integration with phones	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Rear view styling (rear fascia, bumper)	5.

About You	
Please tell us about the vehicle you replaced (if applicable)	Camaro. 1992. Chevrolet. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	Camaro. 2014. Primary Considered Vehicle: New. Chevrolet.
Secondary vehicle you were considering:	Secondary Considered Vehicle: New. 2014.

About You	
What price did you pay for your vehicle?	Chevrolet.
Is this your first new vehicle ever purchased / leased?	Camaro.
When considering this vehicle	\$30,000
	No.
	Test drive the vehicle.
	Interact with dealership by phone.
	Visit the dealership.
	Interact with dealership by email.
	Research online.
Which, if any, influenced your purchase decision? (check all that apply):	Image that the vehicle portrays.
	Features/Capabilities.
	Vehicle test drive.
Ability to test drive	5.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Vehicle performance	5.
Did you purchase or lease your vehicle?	Purchase.
Price	5.
What is your primary language?	English.
Please indicate your occupation status.	
Convenience of dealership location	3.
Vehicle availability	5.
Vehicle fuel economy	3.
Please indicate your gender	
Which of the following best describes the area you live in?	Urban.
Trade-in allowance	1.
Financing options	3.
Dealership treatment	5.
Vehicle quality	5.
Vehicle styling	5.
Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Deceleration. When coming to a complete stop gears jerk/lunge just before the moment of complete stop.
	Braking. When coming to a complete stop gears jerk/lunge just before the moment of complete stop.
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). When coming to a complete stop gears jerk/lunge just before the moment of complete stop.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Other (please describe). All conditions.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears.
	Gear selector is difficult to operate (auto. trans.).
Overview	
Smartphone Application covers the necessary features	5 (strongly agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Did you review the Printed User Guide?	Yes.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
Printed User Guide covers the necessary features	5 (strongly agree).
Did you review the Owner's Information DVD?	Yes.
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).

Overview

Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Gear selector is difficult to operate (auto. trans.)

Why is the gear selector difficult to operate?	Other (please describe).
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. Gear shifter is not user friendly. When shifting into reverse it is usually the most difficult because it is easy to go past the desired position. It sometimes takes multiple tries to get into reverse gear without the shifter putting it into park or natural.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.

Welcome

Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain.
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Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG1EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	11/11/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6297311021
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K303361378
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	308391726	Report Version	1	Open Date	10/28/2015
Close Date	11/08/2015	Narrative Date	11/09/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.

Overview	
What have you used to view your DVD? (check all that apply)	Home DVD Player.
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Did you review the Owner's Information DVD?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Brake Operation	
Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort.

Brakes do not have enough stopping power; brake pedal requires too much effort	
Approximate mileage when trouble was first noticed was:	10,000-19,999.
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Brake System.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG3EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	12/10/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6330320392
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K338363493
Color	PR3	TORRED					

Report Number		System Key	308393592	Report Version	1	Open Date	11/07/2015
Close Date	11/07/2015	Narrative Date	11/09/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Please explain further about your choice to recommend your vehicle:	peppy engine.. decent fuel economy---decent smooth ride style is to my liking
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.

Vehicle Satisfaction Ratings

Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
What is your attitude overall towards your new car?	4.
Engine exhaust sound	4.
Integration with media players	3.
Ease of using system displays while driving	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Vehicle storage and space usage	4.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
What is your attitude overall towards the BRAND of your new car?	4.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine sound	4.
Transmission gear change performance (smoothness)	2.
Ease of getting into and out of vehicle	4.
Ride quality	4.
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Clarity of sound	4.

Vehicle Satisfaction Ratings	
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Climate control operation (function and ease of use)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Rear view styling (rear fascia, bumper)	4.

Registration does not work	
Please choose your cell phone carrier	AT&T Mobile.
Please indicate which registration method you attempted (check all that apply):	In vehicle registration. Website registration.
Did you receive the registration email?	No.
Please tell us your cell phone model	galaxy
Please choose your cell phone brand	Samsung.

About You	
What is your current marital status?	[REDACTED]
Please indicate your occupation status.	[REDACTED]
Please indicate your highest education level	[REDACTED].
What is your total household income (before taxes)?	\$80,000 - \$99,999.
Primary vehicle in your household:	2014. Charger. Primary Household Vehicle: Purchased New. Dodge.
Secondary vehicle in your household:	2015. Lincoln. MKZ Hybrid. Secondary Household Vehicle: Purchased New.
What is your primary language?	English.
Please indicate your ethnicity	[REDACTED].
Please indicate your gender	[REDACTED]
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Please indicate the primary driver's age.	[REDACTED]
Did you purchase or lease your vehicle?	Purchase.
How many children 17 or under live in your household?	0.
Which of the following best describes the area you live in?	Urban.

Uconnect Access	
Uconnect Access	Registration.

Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Gear selector is difficult to operate (auto. trans.)	
Additional Comments:	the care has always been like this and the previous charger was also like this. the type of gear shifting mechanism doesn't impress me at all
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). it might not go into park when turning the car off to get out of the car. Care must be taken to be sure it went into park and that the motor did turn off.
How often does this trouble occur?	Trouble occurs regularly.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	AT&T Mobile.
Please tell us your cell phone model	galaxy
Please choose your cell phone brand	Samsung.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.

Hands-Free Phone / Bluetooth	
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Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Shift between gears is rough/harsh under normal driving conditions	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. any gear
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure. any
Additional Comments:	it is a characteristic of the way the car shifts. not smooth, seme less shifting. accelerates quickly from one gear to the next. not smooth from one gear to another.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	shifting console lever shifting from one gear to another when driving the car [REDACTED]

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which words, if any, are constantly misrecognized:	all names
Please describe when this trouble occurs:	When stating a name. any

Voice Activation / Recognition doesnt recognize command	
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	When stating a name. any
How often does this trouble occur?	Trouble occurs regularly.

Registration	
Registration	Registration does not work.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	appearance

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG4E[REDACTED]	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	11/11/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6286420903
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K303461404
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number	[REDACTED]	System Key	309612016	Report Version	1	Open Date	11/20/2015
Close Date	11/20/2015	Narrative Date	11/23/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	3.
Engine performance during acceleration	4.
Is there anything about your new vehicle you would like to see changed?	doors open too wide and are difficult to reach to close while seated inside the car (front doors)
Rear view styling (rear fascia, bumper)	5.
Safety and visibility while driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
Location and usefulness of interior lighting	4.
Head/leg/foot room	5.
Climate control operation (function and ease of use)	5.
Steering and handling (responsiveness, stability)	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Brake responsiveness/effort	4.
Fuel economy and driving range	4.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ride quality	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Ease of using system displays while driving	3.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
What is your attitude overall towards your new car?	4.
Vehicle storage and space usage	5.
What is your attitude overall towards the BRAND of your new car?	5.
How was your purchasing experience (the dealer/dealership)?	3.
Support for popular music/video formats	4.
Appearance of exterior paint	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Overview	
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	No.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).

Overview	
Smartphone Application covers the necessary features	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Printed User Guide?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please explain further about your choice to recommend your vehicle:	I like the car itself, but am greatly concerned about the gear shift as mentioned in the survey. The body style and drive are very nice, however, the gear shift problem is very concerning.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	see previous comments -- this need to be corrected

About You	
Primary vehicle you were considering:	2014. Regal. Buick.
Which, if any, influenced your purchase decision? (check all that apply):	Value for the money.
Please tell us about the vehicle you replaced (if applicable)	Regal. Buick. 2013.
When considering this vehicle	Test drive the vehicle. Visit the dealership.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Lease.

Other	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	see above
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe the other trouble you experienced:	Do not like the gear shift AT ALL. Very difficult to get into the correct gear. At times, it appears the car is in PARK and I take my foot of the brake and realize that it is rolling because it's in NEUTRAL. Also very difficult to get into DRIVE -- again, it's in NEUTRAL. Very unhappy with this and have spoken to several other 300 owners who feel the same way. Very, very dangerous. Also do not like during normal driving, often my hand/finger will accidentally hit the manual gear and downshift the engine during regular driving.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Detail on High Rated Items	
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	easy to get in and out but difficult to reach doors to close in the front -- stretch is too far. an older person could not reach the door to close without getting half way out of the car.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG3E [REDACTED]	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	09/19/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6240321605
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K257363229
Color	PX8	GLOSS BLACK					

Report Number	[REDACTED]	System Key	311290124	Report Version	1	Open Date	12/10/2015
Close Date	12/10/2015	Narrative Date	12/11/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

Primary vehicle in your household:	2014. 300. Chrysler. Primary Household Vehicle: Purchased New.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Please indicate your highest education level	4 year college degree.
Please indicate the primary driver's age.	[REDACTED]
Secondary vehicle in your household:	Chevrolet. Corvette. Secondary Household Vehicle: Purchased Used.
What is your current marital status?	[REDACTED]
Please indicate your occupation status.	[REDACTED]
What is your primary language?	English.
Please indicate your gender	[REDACTED]
Please indicate your occupation.	[REDACTED]
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
What year were you born?	[REDACTED]
What is your total household income (before taxes)?	\$125,000 - \$149,999.
How may children 17 or under live in your household?	0.

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine sound	3.
Integration with media players	4.
Wheels, rims, and tires appearance and styling	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.

Vehicle Satisfaction Ratings	
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Head/leg/foot room	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	As commented previously the shifter
What are your favorite parts of your new vehicle?	Ride comfort, Nav and Adapative cruise control/safety option and backup camera
Overview	
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver. Motor Trend.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
What have you used to view your DVD? (check all that apply)	Vehicle DVD Player.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	These are just repeat questions, refer to my specific comments when I brought to dealer to fix shifting problem.
Welcome	
Please tell us how many miles are currently on your vehicle:	40,000-49,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). When I brought it in, could not shift into park. Was fixed but now I can't just shift lever from drive to park, it goes up to neutral or reverse and I have to push again to get to Park. Haven't had chance to bring in yet, but a nuisance to saw he least or potentially dangerous when I think it's in park and go to get out of car and it's in reverse. Love my 300 but I much preferred shifter I had in my 2011 Charger R/T.
Please describe conditions when this trouble occurs:	6 months or so after i owned the car. Drove into my driveway to park car and could not get it into park. So I was not able to shut car off. I drove to dealership, put the emergency break on car with car running in drive and the dealer was at least able to show me a way to get car in park until I was able to bring back next day to have a replacement part put in car.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Other Components	

Other Components	
Other Components	Other component(s) replaced (not listed previously).
Features/Controls/Displays Components	
Features/Controls/Displays Components	Remote keyless entry / key fob battery.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Anytime.
What Can We Do Better?	
Feedback/Concerns:	As commented, though I do like the 8 speed over the 5 speed I had in my 2006 and 2011 Charger R/T's, I do really do not prefer the electronic shifting mech. over my shifter mech. in my 2006 and 2011 chargers.
What has Chrysler done right?	Best Nav GPS over all other car mfgrs!!! Very east to use, not cluttered, difficult to use, i.e. such as Fords. Travel link is great also!
Detail on High Rated Items	
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Ease to read/use
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	I have sport model, instead of chrome on front, I like the black out look in place of chrome.
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	Several years ago I owned a 2003 Cad. STS Seville. Very nice, comfortable riding car, but with a \$56K MSRP price in relation to what I paid for my 2014 300S AWD, is a much better value.
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Very easy to use, laid out well, intuitive, uncluttered.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG2EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	02/20/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6029420261
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K048461475
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	312637136	Report Version	1	Open Date	12/17/2015
Close Date	12/28/2015	Narrative Date	12/28/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	slips when trying to shift into park, rear forward ... etc.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Other. Transmission and Drivetrain.
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Slips/will not engage gear properly/shifts erratically

Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Additional Comments:	Rear view not good enough Would like to have sensors in the rear
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Other (please describe). gear shift has a tendency to slip out of the drive , park , reverse
Are you using your vehicle for towing when the problem occurs?	No.

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.

Automatic Transmission

Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Slips/will not engage gear properly/shifts erratically.
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Other

How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG2DH	Model Year	2013	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	06/08/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6147321022
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K157363268
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	312640040	Report Version	1	Open Date	12/27/2015
Close Date	12/27/2015	Narrative Date	12/28/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings	
Rear view styling (rear fascia, bumper)	5.
How do you feel about the durability of your new vehicle?	5.
Steering and handling (responsiveness, stability)	5.
Engine exhaust sound	5.
Appearance of exterior paint	5.
Support for popular music/video formats	4.
What are your favorite parts of your new vehicle?	GPS
Exterior design and appearance (overall impression)	4.
Ride quality	4.
Navigation system route accuracy	5.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Seat adjustment and comfort	3.
What is your attitude overall towards the BRAND of your new car?	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Integration with media players	3.
Ease of using system displays while driving	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Clarity of sound	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Is there anything about your new vehicle you would like to see changed?	Electronic Ignition
Steering wheel adjustment	4.
How do you feel about the VALUE of your new car? (i.e.	3.
Integration with phones	5.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Fuel economy and driving range	5.
Overall audio, entertainment, and navigation system impression	5.
Transmission gear change performance (smoothness)	5.
What is your attitude overall towards your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.

Abnormal noises coming from steering system	
Please describe conditions when this trouble occurs:	Turning
From what area is the noise coming?	Steering column.
How loud is the noise?	Moderate.
Noise sounds like (Check all that apply):	Moaning.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Overview

Overview	
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). still occasional have the steering problem
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
DVD format is easy to understand and use	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
What have you used to view your DVD? (check all that apply)	Mac Computer.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	Yes.
How many visits did you make to the dealer?	5 or more visits.
Did you review the Printed User Guide?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
About You	
What is your primary language?	English.
Primary vehicle in your household:	Chrysler. 300. 2013. Primary Household Vehicle: Purchased New.
Did you purchase or lease your vehicle?	Purchase.
Secondary vehicle in your household:	Z4. 2007. BMW. Secondary Household Vehicle: Purchased Used.
Please indicate your gender	Male
Which of the following best describes the area you live in?	Urban.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please indicate your occupation status.	Employed
Please indicate your ethnicity	White
Entertainment/Navigation System/Connectivity Components	
Entertainment/Navigation System/Connectivity Components	Navigation System.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Steering noise
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Engine.

Engine Components	
Engine Components	Engine oil / filter. Alternator.
Alternator	
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Navigation system	
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Noise and Vibration	
Noise and Vibration	Abnormal noises coming from steering system.
What Can We Do Better?	
Feedback/Concerns:	The only thing I do not like is the electronic Ignition. can not get use to having to view console to make sure i'm in or not in gear, also not having the feel in the gear shift that i'm in gear.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG3E	Model Year	2014	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN	
Built Date	05/12/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6122420405
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K124461471
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	313416633	Report Version	1	Open Date	12/30/2015
Close Date	12/30/2015	Narrative Date	01/05/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Other	
Please describe conditions when this trouble occurs:	Every time we drive the car. Some imes it drops into low when we want drive.
Please describe the other trouble you experienced:	Gear shift lever very difficult to position into park/reverse/drive. Every position.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.

Water leaks into vehicle	
Please describe conditions when this trouble occurs:	Raining or car washing
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate the location of the water leak (check all that apply):	Driver's side front door. Rain Water collects in doors and runs out when the door is finally opened
	Passenger's side front door. Same as drivers door
How often does this trouble occur?	Trouble occurs regularly.
Water leaks into vehicle	Water leaks into vehicle.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Front Doors	
Front Doors	Front doors are difficult to open/close.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.
	Transmission and Drivetrain.
	Vehicle Exterior.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAGG7EH	Model Year	2014	Body	LXFL48	CHRYSLER 300S AWD FOUR DOOR SEDAN	
Built Date	03/28/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6064410938
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K074463341
Color	PX8	GLOSS BLACK					

Report Number		System Key	313953784	Report Version	1	Open Date	12/30/2015
Close Date	01/10/2016	Narrative Date	01/11/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Electronic Engine Controls (Check Engine)

Electronic Engine Controls ("Check Engine")	"Check Engine" light indicated trouble.
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Check Engine light indicated trouble

Did you also experience an engine performance issue while the "Check Engine" light was on?	No.
To the best of your recollection, the trouble was first noticed:	18-24 months into ownership.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Was the "Check Engine" light your first indication there was trouble?	Yes.
Approximate mileage when trouble was first noticed was:	20,000-29,999.
How often does this trouble occur?	Trouble occurs intermittently.

Overview

Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Printed User Guide covers the necessary features	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Printed User Guide?	Yes.
Was the trouble resolved to your satisfaction?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
How many visits did you make to the dealer?	1 visit.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.

Squeak/rattle/abnormal noises from headliner

To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please describe conditions when this trouble occurs:	knocking/rattling sound
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
Please describe in the box below where from the headliner the trouble with abnormal noises is located:	dashboard drivers side, and above rear pass door

Engine does not idle properly: idles rough, too low, or too high

Engine does not idle properly: idles rough, too low, or too high	
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Engine idle trouble occurs (check all that apply):	Within first 5 minutes after starting vehicle. Driving the vehicle more than 5 minutes but less than 20 minutes. Driving the vehicle for more than 20 minutes.
What best describes the engine idle trouble? (check all that apply):	Engine idle speed is too low. Engine idling is rough. feels like the cars is idling too low, feels like its going to stall
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from headliner. Squeak/rattle/abnormal noises from instrument panel/dashboard.

Squeak/rattle/abnormal noises from instrument panel/dashboard	
Please describe conditions when this trouble occurs:	driving
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	drivers side

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Interior Trim/Storage/Windows.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAEG7EH	Model Year	2014	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN	
Built Date	04/22/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6100420395
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K105463139
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	315949857	Report Version	1	Open Date	01/31/2016
Close Date	01/31/2016	Narrative Date	02/01/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Engine exhaust sound	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Appearance of exterior paint	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Vehicle storage and space usage	1.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Exterior design and appearance (overall impression)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	1. I am not sure that the car's mapping system is up to date. 2. Sometimes, it is difficult for my wife to get out of the car without the door coming back at her and hitting her in the leg. 3. I do not like the gear shifter at all. It is suppose to glide to Drive or some other position BUT I find it very annoying as I wrestle with what gear. I would like to have control and just shift to the gear I want. Don't like this feature at all.
Ease of using system displays while driving	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	the ride, power, looks
Ease of getting into and out of vehicle	4.
Overall audio, entertainment, and navigation system impression	5.
Engine sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	5.
Interior noise level while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.

About You

Primary vehicle in your household:	Chrysler. Primary Household Vehicle: Purchased New. Town & Country LWB. 2006.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.

About You	
What year were you born?	██████
How many children 17 or under live in your household?	0.
Please indicate your occupation status.	██████
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Please indicate your ethnicity	██████████
Please indicate your occupation.	████████████████████
Which of the following best describes the area you live in?	Suburban.
Please indicate your highest education level	4 year college degree.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please indicate the primary driver's age.	██████
Please indicate your gender	██████
What is your current marital status?	██████

Overview	
Did you review the Owner's Information DVD?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). Taken car for oil changes & tire roation.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	No.
Please explain further about your choice to recommend your vehicle:	I like the power, the ride and the handling of the car. I would not buy this vehicle again as the trunk is not functional for me. I just think that when a person buys a large car, it should have a larger trunk. Also, I find it intersting that you send this survey 20,000+ miles later and 1.5 years after I bought the car. I went on your website looking to provide feedback to you before but you do not provide access to make comment. I would think that you would want feedback, even earlier than this, to possibly make adjustments to new car roll-outs.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

What Can We Do Better?	
Feedback/Concerns:	I have addressed them above.
What has Chrysler done right?	I like the power of he car. The car handles very well on dry payment. I like the interior very much.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	If you want to discuss any of the above, please call at ████████.
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Detail on Low Rated Items	
You rated vehicle storage and space usage Low. Use this space to provide any specific comments you would like to share.	Note reason above.

Other	
Please describe conditions when this trouble occurs:	as described above
Please describe the other trouble you experienced:	1. I have always enjoyed big cars. The real complaint about this car is the size of the trunk. The trunk, at least, should be big enough to hold two sets of golfs without having the to put the back seat down. 2. I have always had rear wheel drive, I find that in normal snow I do not always have a feeling of control.

Other	
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Detail on High Rated Items	
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	This was a mistake. I rate this function VERY LOW.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAKG9EH	Model Year	2014	Body	LXFS48	CHRYSLER 300C AWD FOUR DOOR SEDAN	
Built Date	05/05/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6107411020
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K107463373
Color	PWD	IVORY TRI-COAT PEARL					

Report Number		System Key	317932937	Report Version	1	Open Date	02/19/2016
Close Date	02/19/2016	Narrative Date	02/22/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Air filter	
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
How much did the replacement cost?	Under \$100.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Steering, Handling, and Ride. Transmission and Drivetrain.

Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Maintaining a fairly constant speed on level roads. Maintaining a fairly constant speed while driving on steep/hilly roads. Normal acceleration. While driving on level roads. Going up an incline. City driving/stop-and-go traffic. Going down an incline. Freeway/highway driving.
Approximate mileage when trouble was first noticed was:	More than 50,000 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear.

Steering system/wheel is difficult to turn	
Approximate mileage when trouble was first noticed was:	More than 50,000 miles.
Trouble occurs while traveling in these road conditions (check all that apply):	All road conditions.
Trouble occurs while traveling at these speeds (check all that apply):	All speeds.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Trouble was passenger side upper control arm was failing. Was immediately diagnosed and repaired.

Slips/will not engage gear properly/shifts erratically	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Soon after vehicle start-up. City driving/stop-and-go traffic. Long after vehicle start-up. Normal acceleration. Maintaining a fairly constant speed while driving on steep/hilly roads. While driving on level roads.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Approximate mileage when trouble was first noticed was:	More than 50,000 miles.
Additional Comments:	Dealer diagnosed automatic transmission switch box (inside transmission) failed. Pumps might also be about to fail. Switch box was removed and replaced-no more problems with transmission.
Going into which gear/gears does the trouble occur? (check all that apply):	2nd Gear.

Slips/will not engage gear properly/shifts erratically	
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs intermittently.

Transmission and Drivetrain Components	
Transmission and Drivetrain Components	Transfer case rebuilt/replaced.

Check Engine light indicated trouble	
Please describe conditions when this trouble occurs:	"CHECK ENGINE" light illuminates intermittently--even while driving. Sometimes it would illuminate immediately as engine was started. Dealer test indicated: O2 sensor failed/cam sensor failed/rear O2 sensor failed/catalytic converter failed/engine vapor sensor failed/recovery sensor failed/dealer suggested replace gasoline tank cap once. Eventually the "CHECK ENGINE" lamp stopped illuminating. Problems started about 20,000 miles on odometer.
Describe the engine performance issue you experienced (check all that apply):	Rough idle. Intermittent rough idle, intermittent/sluggish acceleration.
What type of fuel do you most often put into your vehicle?	Plus gasoline.
To the best of your recollection, the trouble was first noticed:	18-24 months into ownership.
Approximate mileage when trouble was first noticed was:	20,000-29,999.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Additional Comments:	Thousands of customer complaints were on-line regarding Chrysler "CHECK ENGINE" lamp illumination-no fixes. The same complaints existed for BMWs.
How often does this trouble occur?	Trouble occurs intermittently.
Was the "Check Engine" light your first indication there was trouble?	Yes.

Antifreeze/coolant	
How much did the replacement cost?	\$100-\$499.
Approximately how many miles were on the vehicle at that time?	More than 50,000 miles.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Steering, Handling, and Ride Components	
Steering, Handling, and Ride Components	Alignment. Steering system components.

Engine Components	
Engine Components	Antifreeze/coolant. Fuel filter. Thermostat. Spark plugs. Air filter. Engine oil / filter. Water pump. Oxygen sensor.

Steering and Handling	
Steering and Handling	Steering system/wheel is difficult to turn.

Steering system components	
How much did the replacement cost?	\$100-\$499.
Approximately how many miles were on the vehicle at that time?	More than 50,000 miles.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Oxygen sensor	
How much did the replacement cost?	\$100-\$499.
When was the replacement made on your vehicle?	18-24 months into ownership.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Hesitation or delay when shifting between gears.

Spark plugs	
How much did the replacement cost?	\$100-\$499.
Approximately how many miles were on the vehicle at that time?	More than 50,000 miles.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Welcome	
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Welcome	
Please tell us how many miles are currently on your vehicle:	More than 50,000 miles.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Transfer case rebuilt/replaced	
Approximately how many miles were on the vehicle at that time?	More than 50,000 miles.
Where did you take your vehicle to have the component replaced?	Took to an independent repair facility.
How much did the replacement cost?	\$500-\$999.
Vehicle Exterior Components	
Vehicle Exterior Components	Wiper blades - front.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Thermostat	
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	More than 50,000 miles.
How much did the replacement cost?	Under \$100.
Wiper blades - front	
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
How much did the replacement cost?	Under \$100.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Water pump	
Approximately how many miles were on the vehicle at that time?	More than 50,000 miles.
How much did the replacement cost?	\$100-\$499.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Alignment	
How much did the replacement cost?	\$100-\$499.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	More than 50,000 miles.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCARG7EH	Model Year	2014	Body	LXFH48	CHRYSLER 300 AWD FOUR DOOR SEDAN	
Built Date	11/26/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6310310752
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K318361568
Color	PDC	PEWTER GREY PEARL COAT					

Report Number		System Key	317933241	Report Version	1	Open Date	02/20/2016
Close Date	02/20/2016	Narrative Date	02/22/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please indicate your occupation status.	
How many children 17 or under live in your household?	0.
Please indicate your highest education level	2 year college degree.
Please indicate the primary driver's age.	
Primary vehicle in your household:	Primary Household Vehicle: Purchased New.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
What is your total household income (before taxes)?	\$125,000 - \$149,999.
Please indicate your ethnicity	
Please indicate your gender	
What is your current marital status?	
Which of the following best describes the area you live in?	Suburban.

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine exhaust sound	3.
What is your attitude overall towards the BRAND of your new car?	3.
Head/leg/foot room	3.
Location and usefulness of interior lighting	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Ease of getting into and out of vehicle	3.
Interior noise level while driving	3.
Ride quality	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Brake responsiveness/effort	3.
Wheels, rims, and tires appearance and styling	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Seat adjustment and comfort	3.
Steering wheel adjustment	3.
Vehicle storage and space usage	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Engine performance during acceleration	3.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Climate control operation (function and ease of use)	4.
Ease of using system displays while driving	3.
Integration with phones	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Support for popular music/video formats	4.
Rear view styling (rear fascia, bumper)	4.
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
What is your attitude overall towards your new car?	4.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Is there anything about your new vehicle you would like to see changed?	Gear shifter

Vehicle Satisfaction Ratings	
Engine sound	3.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Media	
Media	Radio.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
How many visits did you make to the dealer?	4 visits.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Fully.
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	No.
Printed User Guide covers the necessary features	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). think it's in park and it isn't
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	had difficulty when car was leased
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	AT&T Mobile.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.
Radio/CD player/CD changer	
When was the replacement made on your vehicle?	9-12 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Engine Components	

Engine Components	
Engine Components	Engine oil / filter.
Entertainment/Navigation System/Connectivity Components	
Entertainment/Navigation System/Connectivity Components	Radio/CD player/CD changer.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	12/02/2013	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6319320480
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K331361085
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	319315143	Report Version	1	Open Date	03/04/2016
Close Date	03/04/2016	Narrative Date	03/07/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Front heating, ventilation and air conditioning controls are broken/not working

Please describe conditions when this trouble occurs:	Cold outside, heater wont shut off or blow heat sometimes
Additional Comments:	Had repaired once. 2nd time was rejected saying I was out of warranty now.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	20,000-29,999.
Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which control is broken/not working properly (check all that apply):	Temperature control.

Brake System Components

Brake System Components	Brake pads - front.
	Brake rotors - front.

A/C/heater (switches/controls)

Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
When was the replacement made on your vehicle?	9-12 months into ownership.

Operation and Performance

Operation and Performance	Heating, ventilation and air conditioning doesn't maintain desired temperature.
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Welcome

Please tell us how many miles are currently on your vehicle:	More than 50,000 miles.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.

Brake pads - front

How much did the replacement cost?	\$100-\$499.
Approximately how many miles were on the vehicle at that time?	30,000-39,999.
Where did you take your vehicle to have the component replaced?	Took to an independent repair facility.
When was the replacement made on your vehicle?	9-12 months into ownership.

Heating, ventilation and air conditioning doesnt maintain desired temperature

Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):	All weather conditions/temperatures. Outside variances have no correlation to problem
If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
At what internal temperature does the setting no longer maintain desired temperature (check all that apply):	70-75 degrees. I'll set to 70 yet the heat continues so I have to shut it off or open windows. Sometimes it blows cold air when I'm trying to warm up to 70.
Please indicate which HVAC zone does not maintain desired temperature (check all that apply):	Front HVAC.
Please describe conditions when this trouble occurs:	When it is cold outside
Approximate mileage when trouble was first noticed was:	20,000-29,999.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Fuel consumption is worse than expected

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	No.

Fuel consumption is worse than expected

Are you using your vehicle for towing when the problem occurs?

No.

Please describe conditions when this trouble occurs:

I used to get 36~38 hwy. not I get 28 hwy

Approximate mileage when trouble was first noticed was:

20,000-29,999.

Where do you do most of your driving?

Combination of city/highway driving.

What type of fuel do you most often put into your vehicle?

Regular gasoline.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Interior Climate Control.

Engine.

Engine Fuel Consumption

Engine Fuel consumption

Fuel consumption is worse than expected.

Interior Climate Control Components

Interior Climate Control Components

A/C/heater (switches/controls).

Controls and Switches

Controls and Switches

Front heating, ventilation and air conditioning controls are broken/not working.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CCAAG5EH	Model Year	2014	Body	LXCH48	CHRYSLER 300 RWD FOUR DOOR SEDAN	
Built Date	04/30/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6105410619
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K112461121
Color	PX8	GLOSS BLACK					

Report Number		System Key	321756014	Report Version	1	Open Date	03/30/2016
Close Date	03/30/2016	Narrative Date	03/31/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Front heating, ventilation and air conditioning vents are broken/not working

To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Please indicate which control is broken/not working properly (check all that apply):	Mode control (vent, heat, defrost, etc.). over heats

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Climate control operation (function and ease of use)	3.
Engine sound	5.
Fuel economy and driving range	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
What is your attitude overall towards your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	5.
Integration with media players	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Clarity of sound	5.
How do you feel about the durability of your new vehicle?	4.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
What is your attitude overall towards the BRAND of your new car?	4.
Engine exhaust sound	5.
Rear view styling (rear fascia, bumper)	4.
Support for popular music/video formats	5.
Ease of using system displays while driving	4.
Brake responsiveness/effort	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Transmission gear change performance (smoothness)	2.
How do you feel about the VALUE of your new car? (i.e.	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	5.
Ride quality	5.

Front heating, ventilation and air conditioning controls are broken/not working

Please indicate which control is broken/not working properly (check all that apply):	Mode control (vent, heat, defrost, etc.). over heats
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
Approximate mileage when trouble was first noticed was:	10,000-19,999.

Front heating, ventilation and air conditioning controls are broken/not working	
Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.

Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D).
Additional Comments:	not easy to find shift gear
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Why is the gear selector difficult to operate?	Other (please describe).

About You	
Please indicate your ethnicity	
Primary vehicle in your household:	Chrysler. Primary Household Vehicle: Purchased New. 2014. 300.
Which of the following best describes the area you live in?	Suburban.
What is your current marital status?	
Please indicate your occupation status.	Employed.
Please indicate your gender	
Please indicate your highest education level	2 year college degree.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Please indicate your occupation.	
How may children 17 or under live in your household?	0.

Overview	
How many visits did you make to the dealer?	2 visits.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	Yes.
Information on the DVD is easy to find and access	1 (strongly disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Were the trouble(s) repaired or explained?	Fully.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please provide feedback on how Chrysler can improve the DVD	could not get DVD to execute and operate on laptop
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Please rate your overall level of satisfaction with the DVD	1 (very dissatisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please provide feedback on how Chrysler can improve the Printed User Guide	lacks all information
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
DVD format is easy to understand and use	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.

Heating, ventilation and air conditioning doesnt maintain desired temperature	
Approximate mileage when trouble was first noticed was:	10,000-19,999.
At what internal temperature does the setting no longer maintain desired temperature (check all that apply):	Over 75 degrees.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):	Outside temperature between 40 and 49 degrees.
If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Controls and Switches	
Controls and Switches	Front heating, ventilation and air conditioning controls are broken/not working.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Transmission and Drivetrain.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Operation and Performance	
Operation and Performance	Front heating, ventilation and air conditioning vents are broken/not working. Heating, ventilation and air conditioning doesn't maintain desired temperature.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	2C3CDXHG3EH	Model Year	2014	Body	LDDS48	DODGE CHARGER SXT RWD FOUR DOOR SEDAN	
Built Date	05/08/2014	Market	U	US	Plant	H	BRAMPTON ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6116410855
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K116461108
Color	PRR	HIGH OCTANE RED PEARL COAT					

Report Number		System Key	321893868	Report Version	1	Open Date	03/31/2016
Close Date	03/31/2016	Narrative Date	04/01/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Tires show excessive or uneven tread wear	
Additional Comments:	I rotate every 5K miles but those Firestones were the worst tires Ive had on any vehicle. Needed new tires at 25,000 miles, drove them bald until 35,000 miles.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Which tire is experiencing excessive or uneven tread wear? (check all that apply):	<input type="checkbox"/> Driver's side rear tire. <input type="checkbox"/> Passenger's side rear tire. <input type="checkbox"/> Driver's side front tire. <input type="checkbox"/> Passenger's side front tire.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
Where does the excessive or uneven tread wear appear on the tire?	Other (please describe).

Steering, Handling, and Ride>Tires>	
Tires	Tires make excessive road noise while driving. Tires exhibit poor traction on road. Tires show excessive or uneven tread wear.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Steering, Handling, and Ride.

Welcome	
Please tell us how many miles are currently on your vehicle:	40,000-49,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG8FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	12/15/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)					
Open Date	02/10/2016	Mileage	0	Event	001	Vehicle sale	
Dealer	45258	CARMAN CHRYSLER-JEEP-DODGE				Dealer Zone	35
Dealer Address	196 S DUPONT HWY					Dealer Phone(s)	302 323-1666
City/State/ZIP	NEW CASTLE, DE, 19720-4149					Dealer Fax	302 356-1802

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 06 (Detractor)

366 : Transmission - additional issues

293 : Electrical or button or switches - additional mentions

I can honestly say I am very disappointed in the shifter.. it seems to not be user friendly, not easy to go from park to reverse to drive.. I imagine a normal 3 point turn would be slowed bc of the way its not easy to shift. I just came from the 2012 and that was very easy and you could quickly go from park to whatever and not have to worry about it slipping to another drive.. From drive to park sometimes it doesn't lock up.. I don't think this electronic method should be used again.. I fear I may think I am in park and the gear still be engaged.. just very poor gear changer and system.

Q3 Please rate your satisfaction with your experience at CARMAN CHRYSLER-JEEP-DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-02-11 10:26:48, CUSTOMER ID CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG8FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	10/29/2014	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				

Open Date	02/09/2016	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	26817	FURY STILLWATER			Dealer Zone	74
Dealer Address	14702 60TH ST N			Dealer Phone(s)	651 777-0300	
City/State/ZIP	OAK PARK HEIGHTS, MN, 55082-6324			Dealer Fax	651 777-1722	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

I do not like the automatic gear shift. Jumps out of park

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 05 (Detractor)

366 : Transmission - additional issues.

Automatic gear shift jumps out of park.

Q3 Please rate your satisfaction with your experience at FURY STILLWATER on a scale of 0 to 10.

Score: 05 (Detractor)

025 : Could not duplicate problem / condition

I took the Jeep in to the shop to have the gear shift looked at because it jumps out of park. I was told there was nothing wrong with it although my daughter & I have had numerous incidences with this occurring. Then, two days later an article appeared in the paper about a defect occurring in Chevy & 2014-2015 Jeeps jumping out of automatic gear. Everyone at the shop seemed dumb regarding this issue.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-02-17 11:30:00, CUSTOMER ID [REDACTED] RO: [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG7EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	08/04/2013	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				

Open Date	03/01/2016	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	23507	THOMAS GARAGE INC.				Dealer Zone	42
Dealer Address	252 E MAIN ST					Dealer Phone(s)	740 695-0452 📞
City/State/ZIP	SAINT CLAIRSVILLE, OH, 43950-1552					Dealer Fax	740 695-6462 📞

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

042 : FFV: not repaired

021 : Poor purchase/service experience

My Jeep has rolled away two times when my car has been in park. I have talked with your customer service toll free line, tried to get an answer from the dealer and their service area. I have also filed a case with the NTSB because the answers I received were totally irresponsible. The fact that you have a vehicle that roll away in park and there has not been something done to correct this, is very disconcerting. Will it take a death or multiple deaths to have the company due something. When my car rollway, I was beside it the first time and hopped back in the car to put on the brake. I got out of the car after turning it on and resetting the park position turned it off and walked in front of the car just before it rolled forward, hit my nephew's car and put it through the garage door. Not only was there nothing done by Chrysler to fix the issue, my insurance increased by \$50 dollars a month because of an unforeseen unexplained and accident that was not fault of my own. Chrysler do something about this. I will continue to tell anyone I know that there is an issue with this vehicle and will do whatever I can to help the NTSB with their inquiry. I am not usually like this, but there is a significant defect in this vehicle. When I asked about the problem, the mechanic said "Oh yes, this is an open differential system and when one wheel slips they all roll forward." Does that seem like an appropriate response for someone representing the company? DO SOMETHING!!!!

Q3 Please rate your satisfaction with your experience at THOMAS GARAGE INC on a scale of 0 to 10.

Score: 00 (Detractor)

058 : General: negative

994 : I'm satisfied

You put them in a position where they cannot satisfy anyone having this problem. Their service department is full of people who do their very best to help the customer very well.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-03-02 08:41:42, CUSTOMER ID: [REDACTED] RO: [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG9EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	03/11/2013	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				

Open Date	03/11/2016	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	23102	DAN'S JEEP CHRYSLER DODGE, INC				Dealer Zone	32
Dealer Address	82 TURNPIKE RD					Dealer Phone(s)	508 366-8888 📞
City/State/ZIP	WESTBOROUGH, MA, 01581-1730					Dealer Fax	508 898-2328 📞

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 01 (Detractor)

992 : Safety/Legal

002 : Poor quality

895 : General: will never service/buy there again

007 : Negative experience / problems with CURRENT vehicle

042 : FFV: not repaired

021 : Poor purchase/service experience

I AM STILL EXPERIENCING DANGEROUS SHIFTING PROBLEMS WITH THIS CAR, AND DETROIT SEEMS TO BE IGNORING ME NOW-- MAYBE WAITING UNTIL I INJURE SOMEONE WALKING BEHIND ME WHEN IT POPS INTO REVERSE WHEN I PUT IT IN PARK, OR MAYBE SHE'S WAITING FOR ME TO BE KILLED WHEN IT MYSTERIOUSLY POPS INTO NEUTRAL WHILE I'M WAITING IN AN INTERCHANGE FOR A LEFT TURN (my wife was with me when this happened this week and watched traffic roaring up on us while I can't shift anywhere except REVERSE to unlock it from N!) AFTER BEING A PROUD OWNER OF 6 SUCCESSIVE JEEP GC's I THINK I WILL NOT BE BUYING ANOTHER IF THIS IS HOW THEY HANDLE THESE SERIOUS PROBLEMS

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 02 (Detractor)

I REALLY LOVE DRIVING THIS CAR KNOWING THAT AT ANY MOMENT I COULD DIE IN IT FROM A MANUFACTURING/DESIGN FLAW

Q3 Please rate your satisfaction with your experience at DAN'S JEEP CHRYSLER DODGE, INC on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-03-11 21:25:00, CUSTOMER ID: [REDACTED] RO: [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG5FC140070	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	11/15/2014	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				

Open Date	02/24/2016	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	60383	COON RAPIDS CHRYSLER JEEP				Dealer Zone	74
Dealer Address	10541 WOODCREST DR NW					Dealer Phone(s)	763 421-8000 📞
City/State/ZIP	COON RAPIDS, MN, 55433-6535					Dealer Fax	763 427-3187 📞

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

013 : Negative dealer comments - general

021 : Poor purchase/service experience

Poor service experiences

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 06 (Detractor)

366 : Transmission - additional issues

367 : Transmission - Broken/Not Working

091 : Center Console - Broken/Damaged

Transmission shifter on center console is an issue. My wife exited the car thinking it was in park, it was still in reverse. Very scary for her. First vehicle we have owned where simple shift to park must be rechecked on the dash indicator every time !

Q3 Please rate your satisfaction with your experience at COON RAPIDS CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

001 : Negative/rude treatment by staff

002 : Unfilled promises / commitments

994 : I'm satisfied

007 : Price/cost

042 : Experience: took too long

We left Florida driving our Jeep, heading for Minnesota in a hurry. My mother-in-law was terminally ill, we spent the last 6 weeks of her life with her. She passed away on 2-14-16, her funeral was 2-20-16. On 2-19-16 our 16 year old dog became ill & we lost him with kidney failure the night before the funeral. When we drove to the funeral home on the 20th we were unable to get the Jeep to provide any passenger heat. I watched the temperature gauge until arriving at the funeral home, the vehicle did not overheat. After unloading the Jeep I parked it, went inside to help my wife and the funeral director set up the things we had brought, then excused myself to go check on our Jeep. The Jeep had overheated, there was anti freeze on the ground and all over the engine. I called AAA and they towed the Jeep to Feist Automotive. They called me at the funeral and said the thermostat had stuck, they were unable to get the part on a Saturday afternoon, and recommended that they trailer my vehicle to an authorized dealer because it was new and under warranty. They were great! They trailered the Jeep to Coon Rapids, left a note in my vehicle, and left the keys in the drop box. On Monday morning I was at Coon Rapids Jeep at 7:00 AM prompt. I spoke with Todd Bean and was told they were two weeks out on service. I explained our situation, that we really needed the vehicle so we could head back to Florida. I told him we needed a new thermostat, I could change one out in 20 minutes on my 1957 Chevy, and if he would get me a new thermostat I would take it from there. He asked that I check back around 11:00 and he would see what he could do. I went back at 11:00, they had driven the car, they couldn't make the thermostat stick, and thought the problem might even be with the transmission because that fluid "was red also". They would not be able to replace the thermostat because the existing one would not act up and therefore, they would not be reimbursed by Chrysler. Wow ! They were telling me a reputable mechanic had taken it apart, inspected a stuck thermostat, and they could not believe his diagnosis. They were unable to tell antifreeze from transmission fluid at a Chrysler dealership, I finally negotiated a new thermostat, install

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-03-07 09:01:19, CUSTOMER ID [REDACTED] RO [REDACTED], CONTACT METHOD:ONLINE, SPEAKING TO NAME
FROM SAMPLE, LANGUAGE:00

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCT0F0	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	09/19/2014	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				

Open Date	02/10/2016	Mileage	0	Event	009	Second+ Warranty Event
Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF			Dealer Zone	32
Dealer Address	3614 SUNRISE HWY			Dealer Phone(s)	516 623-1850 ☎	516 868-4400 ☎
City/State/ZIP	WANTAGH, NY, 11793-4051			Dealer Fax	516 868-4425 ☎	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 02 (Detractor)

994 : General: positive

Previous to the incident that occurred on February 8, I was very likely to recommend the Jeep to others. This is my second Jeep and I was very pleased with it. Now that an incident that could have been deadly or very serious to myself and/or my domestic partner, I am very uncomfortable with this Jeep.

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 03 (Detractor)

245 : Non-specified door - noisy

It had performed very well until February 8. I am a paraplegic and my domestic partner drives the Jeep. I also have a Dodge Caravan wheelchair accessible vehicle that I drive. The Jeep was parked in our driveway. He took my wheelchair out of the back, as he always does when he has driven me someplace. Then he helped me to transfer into my wheelchair and we went into the house. A few minutes later, he looked out of the window and saw that the Jeep was at the bottom of the driveway and halfway out into the street. He got in it and started it. 7 or 8 times he drove it up the driveway and put it in park. Each time the Jeep rolled down the driveway with the wheel rolling while it was in park. If this had occurred while he was removing my wheelchair from the back, he would have probably been killed. If it had occurred while I was transferring out of the vehicle, the open door would have struck me in my wheelchair, knocked me down as well as probably knocked him down because he was behind the chair holding it. We called the dealer and brought the Jeep in. They tried at first to tell him that it slip on the snow in the driveway. He explained that the wheels were rolling the the car was in park. They examined the car, said it was a software update that was needed and returned the car to him. This has not occurred since, but neither of us feels safe with the car. It has had no problems in our driveway for the past year, but we do not feel confident that this problem will not occur again. It is a more serious problem for us, since my wheelchair is put in the back and I transfer slowly from the car to the wheelchair and could not get out of the way if the Jeep rolled again.

Q3 Please rate your satisfaction with your experience at MERRICK DODGE CHRYSLER JEEP OF on a scale of 0 to 10.

Score: 03 (Detractor)

They did fix the problem, but it should not have occurred in the first place and we are not confident that it will not occur again.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-02-18 11:47:16, CUSTOMER ID: [REDACTED] RO [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCGXEC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	11/17/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6287321180
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K317361270
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	255472873	Report Version	3	Open Date	04/16/2014
Close Date	04/16/2014	Narrative Date	04/21/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Welcome>

Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	No.

Continuous Quality Insight

Continuous Quality Insight	No Concerns.
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Detail on Low Rated Items

You rated vehicle storage and space usage Low. Use this space to provide any specific comments you would like to share.	Very little room for storage in console and no place to lay cell phone, change etc.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Console storage

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
--	-----

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	1.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
What are your favorite parts of your new vehicle?	Touch screen radio etc.
Is there anything about your new vehicle you would like to see changed?	More storage in the console.

About You	
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	High forties.
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	Johnson's of Kingfisher treats you like family. They know my wife and my first name when we walk in and from the top down come out and say hi and visit. Never feel like a stranger. I recommend them to all my friends and family.
Primary vehicle in your household:	Ford. 1/2 Ton Trucks.
Which of the following best describes the area you live in?	Rural.
What is your primary language?	English.
Please indicate your gender	<div></div>
What year were you born?	<div></div>
Please indicate your highest education level	Graduate degree.
What is your current marital status?	<div></div> .
How may children 17 or under live in your household?	0.
Please indicate your ethnicity	<div></div>
What is your total household income (before taxes)?	\$150,000 - \$199,999.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFJG3EC	Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY	
Built Date	09/12/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6242321927
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K233361684
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	257120013	Report Version	2	Open Date	05/07/2014
Close Date	05/07/2014	Narrative Date	05/09/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings	
Interior noise level while driving	4.
Navigation system route accuracy	4.
Overall audio, entertainment, and navigation system impression	4.
Steering and handling (responsiveness, stability)	4.
Brake responsiveness/effort	4.
Fuel economy and driving range	4.
Is there anything about your new vehicle you would like to see changed?	Driver door closing from inside.
Clarity of sound	5.
Wheels, rims, and tires appearance and styling	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
What is your attitude overall towards the BRAND of your new car?	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Engine exhaust sound	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
How was your purchasing experience (the dealer/dealership)?	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Engine sound	5.
Ease of getting into and out of vehicle	3.
Integration with media players	3.
Integration with phones	3.
Support for popular music/video formats	3.
Ease of using system displays while driving	3.
Difficult driving conditions (adverse weather, off-road)	3.
Transmission gear change performance (smoothness)	3.
Ride quality	3.

Continuous Quality Insight	
Continuous Quality Insight	No Concerns.

Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

No Concerns>	
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

No Concerns>

Please provide feedback on how Chrysler can improve the Smartphone Application

I cannot find explanation of my Smartphone!

Information in the Smartphone Application is easy to find and access

1 (strongly disagree).

Smartphone Application covers the necessary features

1 (strongly disagree).

The Smartphone Application format is easy to understand and use

2 (disagree).

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):

Have not taken my vehicle to any dealer since taking delivery.

Please rate your overall level of satisfaction with the Smartphone Application

2 (dissatisfied).

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

About You

Is this your first new vehicle ever purchased / leased?

No.

Please indicate your ethnicity

What price did you pay for your vehicle?

52,000

Which, if any, influenced your purchase decision? (check all that apply):

Grand Cherokee has more room than Cherokee.

What year were you born?

1944

What is your total household income (before taxes)?

\$25,000 - \$39,999.

Which of the following best describes the area you live in?

Suburban.

Please tell us about the vehicle you replaced (if applicable)

Jeep.

Cherokee.

Replaced Vehicle: Purchased New.

Primary vehicle in your household:

Jeep.

Grand Cherokee.

2014.

Primary Household Vehicle: Purchased New.

Please indicate your gender

Please indicate your highest education level

Graduate degree.

What is your primary language?

English.

Did you purchase or lease your vehicle?

Purchase.

How many children 17 or under live in your household?

0.

What is your current marital status?

Primary vehicle you were considering:

Primary Considered Vehicle: New.

What Can We Do Better?>

Feedback/Concerns:

Drivers door cannot be easily closed. It needs a bracket or hole in the arm rest for closing the door.

What has Chrysler done right?

The rest seems OK.

Detail on High Rated Items

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.

Small rise for left foot location. It's OK, but a little higher would work for long driving.

You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.

Right now it's a guessing game. I think it will be OK.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG4E0	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/29/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6289321673
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K301361465
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	257481733	Report Version	1	Open Date	05/02/2014
Close Date	05/12/2014	Narrative Date	05/13/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Welcome>

Are you the primary driver of this vehicle? Yes.

Please tell us how many miles are currently on your vehicle: 3,000-4,999.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG0EC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	08/02/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6201311230	
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			Serial#	K210363550	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	257906380	Report Version	1	Open Date	05/09/2014
Close Date	05/09/2014	Narrative Date	05/19/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	3,000-4,999.

No Concerns>

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.

About You

Did you purchase or lease your vehicle?	Purchase.
What year were you born?	
Please indicate your ethnicity	
Primary vehicle you were considering:	2014. Acura. MDX. Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
What is your primary language?	English.
Please indicate your gender	
How many children 17 or under live in your household?	
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Please tell us about the vehicle you replaced (if applicable)	Grand Cherokee. 2007. Jeep. Replaced Vehicle: Purchased New.
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Urban.
What is your current marital status?	
What price did you pay for your vehicle?	\$48,000
Please indicate your highest education level	High school degree / GED.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	storage and previous experience.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Ease of using system displays while driving	4.
Integration with phones	5.
Seat adjustment and comfort	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.

Vehicle Satisfaction Ratings	
Fuel economy and driving range	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Vehicle storage and space usage	3.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Steering wheel adjustment	5.
Location and usefulness of interior lighting	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What are your favorite parts of your new vehicle?	the computer system is very easy to understand and manage
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	The shifter and paddles
Clarity of sound	5.
Navigation system route accuracy	5.
Wheels, rims, and tires appearance and styling	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Engine sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

Detail on High Rated Items	
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	The console box has very little storage. The back cargo storage area gets smaller with every new jeep I purchase. Golf clubs no longer lay flat in it. his is a big negative to golfers

What Can We Do Better?>	
Feedback/Concerns:	The shifter and the steering wheel paddles drive me crazy. I never know what gear I am in. I bump from drive to sport too easily. The biggest problem is when I turn the steering wheel and I bump a paddle the next thing I know is the engine is running at 4,000 rpm. The car is so quiet that you don't hear it very easily.
What has Chrysler done right?	The Vehicle is awesome. Other than the shifter!

Continuous Quality Insight	
Continuous Quality Insight	No Concerns.

Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	my last jeep shifted back into a higher gear on its own. Once you bump the down shift paddle in continues to drop to 1st gear unless you press the up paddle. I have to shift into Nuetral to disengage. i would think this accidental bumping of the paddles would put undo stress on he engine due to high RPM.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	just the shifter, paddles and some storage room. i do love the vehicle

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFJT9EC	Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY	
Built Date	01/19/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6353311222
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M321367571
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	258806009	Report Version	1	Open Date	05/15/2014
Close Date	05/16/2014	Narrative Date	05/30/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Please provide feedback on how Chrysler can improve the Smartphone Application	Have good salesmen (see below)
Which feature or section of the Smartphone Application did you find most helpful and why?	See above
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	The salesman explained the paddle shifter
Was the trouble resolved to your satisfaction?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Which feature or section of the Smartphone Application did you find least helpful and why?	I probably don't know enough to answer. I use the phone, that's all.
Please explain further about your choice to recommend your vehicle:	I love the car It's a Summit, what's not to love). I hate the transmission shifter but love the Paddles now that I know how to use them. All the trim and interior items (most) are very nice and the car is a real looker. I think there should be a anti-door ding strip on the outside of the door (like the 2012 Overland). I think the interior wood trim was much, much, much nicer on the 2012 Overland. And I think the buttons to operate the seat heaters and steering wheel heater was much easier and safer to operate on the 2012 Overland. Outside of those four issues Transmission shifter, ext door trim, interior wood quality, and seat/steering wheel heater controls) the 2014 is a much nicer car. I love the headliner, seats, carpet, eight-speed trans, hemi, ext trim. wheels, etc. I do think there is more road/ tire noise than should be in a \$56000 car, you might work on that but I also know that is a difficult problem to solve. Thanks for providing the opportunity to express my concerns (and my delights far out weigh my concerns).
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
What information did you need that was not included in the Smartphone Application?	I'm not a techy so the dealer salesman set it up for me and I just use it. It works great

About You

Which of the following best describes the area you live in?	Rural.
How many children 17 or under live in your household?	0.
Please tell us about the vehicle you replaced (if applicable)	Jeep.
Primary vehicle in your household:	Replaced Vehicle: Purchased New.
	2012.
	Grand Cherokee.
	Grand Cherokee.
	Primary Household Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	Jeep.
	2014.
	Vehicle test drive.
	Dealership information.
	Automotive magazines.

About You	
	Previous experience with the vehicle/brand.
	We've owned Jeeps since 1985. We like them and really don't consider any other brand
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	I like Jeeps
What price did you pay for your vehicle?	\$53500
Is this your first new vehicle ever purchased / leased?	No.
What is your primary language?	English.
Please indicate your gender	█
What year were you born?	A few years ago
Please indicate your ethnicity	█n.
Secondary vehicle in your household:	Dodge. 2004. Ram 3500. Secondary Household Vehicle: Purchased New.
What is your current marital status?	█
Did you purchase or lease your vehicle?	Purchase.
Please indicate your highest education level	PhD.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	See comment on Park It leaves you feeling unsure of what gear you are in. I owned a 2012 Overland and I liked the gear shift system on it much, much better
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Their is no clear ratchet to one position at a time. If you happen to hold the shifter alittle too long in either down or up shift mode it can skip two or more gears (so you end up in Park when you want reverse, or you end up in Drive when you want reverse) That didn't happen on the 2012 Overland shifter.
Please describe conditions when this trouble occurs:	Daily driving
Why is the gear selector difficult to operate?	Other (please describe).

Vehicle Satisfaction Ratings	
Support for popular music/video formats	3.
Wheels, rims, and tires appearance and styling	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	4.
Transmission gear change performance (smoothness)	5.
Brake responsiveness/effort	5.
How do you feel about the durability of your new vehicle?	5.
What are your favorite parts of your new vehicle?	Ride, handling, acceleration, comfort (once in)
Navigation system route accuracy	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Vehicle storage and space usage	5.
Interior noise level while driving	3.
Location and usefulness of interior lighting	5.
Engine performance during acceleration	5.
Engine sound	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Integration with media players	3.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Safety and visibility while driving	4.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.

Vehicle Satisfaction Ratings	
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards the BRAND of your new car?	5.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	5.
Climate control operation (function and ease of use)	4.
Engine exhaust sound	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	See the five things I mentioned plus get rid of the Good Years (you used to use Michlins and that is a great tire---why put a cheap tire on a 56000 dollar car?

Detail on High Rated Items	
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	We find our way and get to places I never been before so need guidance
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Big space behind the rear seat
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	I love the Hemi power. And it seems even more powerful with the eight speed
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I current get 23 (highway) with the V8. To me hat's good
You rated ride quality High. Use this space to provide any specific comments you would like to share.	The air ride is great
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	I like the digital speedo
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	I love the car (except for the trans control)
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The eight speed trans was better than I thought it would be
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	It's clear and sounds good
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	It's pretty red and not too bad for smooth for a factory finish.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	I like the Summit Wheels
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	You can see well at night
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	I love a little V8 sound
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Nice sounding sound system, the nav works.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	It works and is easy to use
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	I like the looks of the car, but I would say that the high belt line styling makes it hard to see out--especially to the rear, that is why we sold the 2012 and bought the 2014 to add the blind spot monitoring, etc.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	looks nice
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	I like the Summit trim package (front,rear and side)
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	it works well
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	It handles well
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Salesman was great
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	I bought he lifetime warrenty
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	I have owned a new Jeep since the 1985 Cherokee

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain. Interior Trim/Storage/Windows. Vehicle Exterior.

Continuous Quality Insight	
Features/Controls/Displays.	
Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
What Can We Do Better?>	
What has Chrysler done right?	I provided a whole list. The car in the photo above is the car I bought. It's a great looking, great riding and handling car. I love red so you might think about making the "High Octane Red" available on the Jeeps soon. I also like blues but the only blue you have available is so dark it is almost black. Have at least one lighter blue to chose from (like Atlantic Blue, or close to it).
Feedback/Concerns:	Pay attention to the four/five items I gave you and improve hem.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	See the survey. Trans shifter was the worst, interior wood was disappointing, road/tire noise was higher than should be, I hate parking lot door dings so some protection for the door would be good, Seat/steering wheel heater controls take your eyes off the road too long for safety, and on a car like the Summit use Michlin tires please.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
<div>Vehicle Lookup</div>	

Customer Complaint Report

VIN	1C4RJEA2EC	Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	11/21/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6287310769
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K309361256
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	267899059	Report Version	3	Open Date	08/11/2014
Close Date	08/11/2014	Narrative Date	08/14/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings	
Headlight illumination/performance during night-time driving	5.
Transmission gear change performance (smoothness)	2.
Rear view styling (rear fascia, bumper)	3.
Ease of getting into and out of vehicle	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Safety and visibility while driving	4.
Difficult driving conditions (adverse weather, off-road)	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of using system displays while driving	4.
Engine sound	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Overall audio, entertainment, and navigation system impression	3.
Integration with phones	3.
Fuel economy and driving range	3.
Clarity of sound	4.
Wheels, rims, and tires appearance and styling	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Is there anything about your new vehicle you would like to see changed?	Smoo her shifting and better rear styling
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards the BRAND of your new car?	4.

About You	
Which, if any, influenced your purchase decision? (check all that apply):	Dealership information. Edmunds. Kelley Blue Book. Manufacturer's website. Vehicle test drive. On-Line blogs or forums.
Please indicate your gender	
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2003. Nissan.

About You	
Primary vehicle you were considering:	Frontier 2WD. 2014. Primary Considered Vehicle: New. 4runner. Toyota. 31,500
What price did you pay for your vehicle?	31,500
Please indicate your ethnicity	██████████.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Which of the following best describes the area you live in?	Urban.
What year were you born?	██████████
What is your total household income (before taxes)?	\$100,000 - \$124,999.
How many children 17 or under live in your household?	0.
What is your current marital status?	██████████
Please indicate your highest education level	Graduate degree.
Secondary vehicle you were considering:	Nissan. Pathfinder. 2014. Secondary Considered Vehicle: New.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Media	
Media	Radio.

Hands-Free Phone / Bluetooth system loses connection	
How often does this trouble occur?	Trouble occurs intermittently.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Is there more than one phone paired to the vehicle?	No.
Were you in the middle of a call?	No.
Lost connection problem happens when:	Other: Please describe when this trouble occurs.
Additional Comments:	Couple times the connection would not work

Entertainment/Navigation System/Connectivity>	
Please tell us your cell phone model	111s
Entertainment/Navigation System/Connectivity	None
Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	Samsung.

Overview	
Please explain further about your choice to recommend your vehicle:	I like the vehicle, comfortable and stylish
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	None

Continuous Quality Insight	
Continuous Quality Insight	Features/Controls/Displays. Entertainment/Navigation System/Connectivity.

Text messaging works properly, but is difficult to understand/use	
Please describe the trouble you experienced (check all that apply):	Losing pre set stations, goes back to original presets and when hat happens changes radio station. This happens regularly, usually after vehicle hasn't been used for a day

What Can We Do Better?>	
What has Chrysler done right?	Contacting and asking about any concerns and of course building a vehicle I like
Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.
Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Text Messaging	
Text Messaging	Text messaging works properly, but is difficult to understand/use.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG5E0	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/06/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6053420212
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K060463383
Color	PGZ	BLACK FOREST GREEN PEARL COAT					

Report Number		System Key	260985783	Report Version	3	Open Date	06/17/2014
Close Date	06/17/2014	Narrative Date	06/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

Vehicle Satisfaction Ratings

Appearance of exterior paint	5.
Vehicle storage and space usage	5.
Ease of using system displays while driving	5.
Integration with media players	5.
Navigation system route accuracy	5.
Steering wheel adjustment	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Clarity of sound	5.
Support for popular music/video formats	5.
Wheels, rims, and tires appearance and styling	5.
Ease of getting into and out of vehicle	5.
Overall audio, entertainment, and navigation system impression	5.
Exterior design and appearance (overall impression)	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
How was your purchasing experience (the dealer/dealership)?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Fuel economy and driving range	5.
What is your attitude overall towards the BRAND of your new car?	5.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Interior noise level while driving	4.
Integration with phones	4.
Engine performance during acceleration	4.

Vehicle Satisfaction Ratings	
Engine sound	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
What are your favorite parts of your new vehicle?	Ride and handling
Is there anything about your new vehicle you would like to see changed?	Electronic Shifter; smoothness of acceleration
Seat adjustment and comfort	3.

About You	
Secondary vehicle you were considering:	Cherokee 4WD. Jeep.
Which of the following best describes the area you live in?	Secondary Considered Vehicle: New. Suburban.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand. Vehicle test drive. Recommendations from friends or family.
Please tell us about the vehicle you replaced (if applicable)	2012. GLK-Class. Mercedes-Benz. Replaced Vehicle: Purchased New.
What is your current marital status?	[REDACTED]
Is this your first new vehicle ever purchased / leased?	No.
Secondary vehicle in your household:	2001. Ford. Secondary Household Vehicle: Purchased Used. Focus.
Please indicate your ethnicity	[REDACTED]
What price did you pay for your vehicle?	\$42049.00
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Don't feel the dealership was that interested in the sale; service manager convinced me purchase of the Jeep would be a smarter buy.
What year were you born?	1951
What is your total household income (before taxes)?	More than \$200,000.
Did you purchase or lease your vehicle?	Purchase.
How many children 17 or under live in your household?	0.
Primary vehicle you were considering:	Mercedes-Benz. 2014. M-Class.
Primary vehicle in your household:	Dart. Primary Household Vehicle: Purchased New. Dodge. 2013.
Please indicate your gender	Male.
Please indicate your highest education level	Graduate degree.
What is your primary language?	English.

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>	
What best describes the engine drivability trouble? (check all that apply):	Surging makes it difficult to drive the vehicle smoothly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed:	At delivery.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Like to USB feature for music playback
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Like the touch screen
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Nice balance of rugged appearance and luxury
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Black Forest Green is neat colour
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Enormous space when you drop the easy to fold ear seats

Detail on High Rated Items

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	21.5 mpg and not even broken in yet.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Smooth ride even over Michigan roads
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Suburban is the greatest when it comes to service and finding just the right car. Mr Van Dyke was great sale person. Courteous and helpful. Sent 2 other people to him who also bought vehicles.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The surging from the engine - expected a much smoother acceleration from the V6. Have to be too careful to ensure vehicle doesn't surge and hit something.
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Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
------------------------	---

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

Going into which position is the gear selector difficult to operate? (check all that apply):	I find it difficult to move between D and R; electronic gear selection is clumsy to operate
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Welcome>

Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight

Continuous Quality Insight	Engine. Transmission and Drivetrain.
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Engine>Engine Driveability (stumbles/hesitates/surges)>

Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEBG1EC	Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
Built Date	09/11/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6231321412
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K246363496
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	[REDACTED]	System Key	262932720	Report Version	3	Open Date	07/02/2014
Close Date	07/02/2014	Narrative Date	07/29/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

What Can We Do Better?>

What has Chrysler done right?	we have not had time to take the GC on a trip yet but everything seems to be great. Gas mileage is averaging around 20 in town. Handles like a sports car and provides a great ride also. Runs great with ample power. Would like to do a review after driving on a trip and in 10,000 miles.
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About You

Please tell us about the vehicle you replaced (if applicable)	2008. Patriot. Jeep. Replaced Vehicle: Purchased New.
Secondary vehicle you were considering:	2013. Durango. Secondary Considered Vehicle: Used. Dodge.
Primary vehicle you were considering:	2014. Dodge. Primary Considered Vehicle: New. Durango.
What is your current marital status?	[REDACTED]
Primary vehicle in your household:	Primary Household Vehicle: Purchased Used. Ram 1500. 2010. Dodge.
Please indicate your highest education level	High school degree / GED.
Please indicate your gender	[REDACTED]
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Rural.
What is your total household income (before taxes)?	\$60,000 - \$79,999.
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	[REDACTED]
What year were you born?	[REDACTED]
What price did you pay for your vehicle?	38000
What is your primary language?	English.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
Did you purchase or lease your vehicle?	Purchase.

Vehicle Satisfaction Ratings

Fuel economy and driving range	3.
Exterior design and appearance (overall impression)	4.
Wheels, rims, and tires appearance and styling	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Clarity of sound	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Headlight illumination/performance during night-time driving	4.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
How was your purchasing experience (the dealer/dealership)?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine exhaust sound	3.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Steering and handling (responsiveness, stability)	5.

Continuous Quality Insight	
Continuous Quality Insight	No Concerns.

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

No Concerns>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG3EC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	06/03/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6141411021
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K148463577
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	267694419	Report Version	1	Open Date	07/28/2014
Close Date	08/08/2014	Narrative Date	08/11/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	0-999.

Continuous Quality Insight

Continuous Quality Insight	Entertainment/Navigation System/Connectivity.
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEAG1E	Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	05/23/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6135421823
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K137463348
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	266671165	Report Version	3	Open Date	07/30/2014
Close Date	07/30/2014	Narrative Date	08/04/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

How many children 17 or under live in your household?	
Please indicate your ethnicity	.
Please tell us about the vehicle you replaced (if applicable)	Jeep. Replaced Vehicle: Purchased New. Grand Cherokee. 2011.
Please indicate your gender	Male.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand. Manufacturer's website.
What price did you pay for your vehicle?	\$35,000
Primary vehicle you were considering:	Explorer. Primary Considered Vehicle: New. 2014. Ford.
Secondary vehicle in your household:	Porsche. Secondary Household Vehicle: Purchased Used. 928. 1990.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. Elantra. 2013. Hyundai.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
What year were you born?	
What is your primary language?	English.
Please indicate your highest education level	Graduate degree.
What is your current marital status?	
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.

Vehicle Satisfaction Ratings

Engine sound	4.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Steering and handling (responsiveness, stability)	5.
What are your favorite parts of your new vehicle?	Solid chassis, good handling, great looking
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Brake responsiveness/effort	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Vehicle Satisfaction Ratings	
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Clarity of sound	4.
Engine exhaust sound	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
Headlight illumination/performance during night-time driving	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Difficult driving conditions (adverse weather, off-road)	5.

Overview	
Smartphone Application covers the necessary features	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
The Smartphone Application format is easy to understand and use	5 (strongly agree).

Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	See previous comment. It's a design issue that I'm not crazy about, rather than an actual problem.
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	2014 gear selector works fine, but when transitioning from drive to reverse, reverse to drive, drive to park, etc., it's often difficult to know where you've positioned without looking. I think the spacing is too tight to easily tell by "feel".

What Can We Do Better?>	
Feedback/Concerns:	Some of the body trim, particularly around the wheel arches and on the doors could be better attached. I also wish my Altitude model had mandated the purchase of the optional sunroof.
What has Chrysler done right?	Good quality, attractive vehicle at a reasonable price.

Transmission and Drivetrain>Automatic Transmission>	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Continuous Quality Insight	
Continuous Quality Insight	Transmission and Drivetrain.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome>	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG0EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/22/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6278310996
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K291363299
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	275472325	Report Version	5	Open Date	10/28/2014
Close Date	10/28/2014	Narrative Date	11/04/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

What is your attitude overall towards the BRAND of your new car?	4.
Location and usefulness of interior lighting	2.
Navigation system route accuracy	3.
Seat adjustment and comfort	3.
Safety and visibility while driving	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Engine exhaust sound	4.
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	2.
Support for popular music/video formats	3.
Integration with phones	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
Is there anything about your new vehicle you would like to see changed?	gear shifter needs work
What are your favorite parts of your new vehicle?	smooth on highway
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
How was your purchasing experience (the dealer/dealership)?	1.
Climate control operation (function and ease of use)	3.
Integration with media players	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Ease of getting into and out of vehicle	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Clarity of sound	3.
Ease of using system displays while driving	4.
Exterior design and appearance (overall impression)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Difficult driving conditions (adverse weather, off-road)	4.

Features and Controls

Features and Controls	Cigarette Lighter/Accessory Power Plug.
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About You

Primary vehicle you were considering:	Primary Considered Vehicle: Used.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used.
	2007.
	Volkswagen.
	Touareg.

About You	
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used.
What year were you born?	
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Primary vehicle in your household:	Primary Household Vehicle: Purchased Used.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
What price did you pay for your vehicle?	42K
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Secondary vehicle you were considering:	Secondary Considered Vehicle: Used.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Please provide feedback on how Chrysler can improve the Printed User Guide	Uconnect hard to understand. Still not working.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Auto Week.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Was there information needed that was not included in the User Guide?	no
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Radio issue. Can any dealer fix and will they lend me a car if it takes more than an hour

Detail on Low Rated Items	
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	Cherry Hill Jeep. Really sleezy. Would not go back.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Gear shift is horrible. 2-3 tries to get in gear
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	eco switch and gear shift

Cigarette Lighter/Accessory Power Plug broken/not working	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	Eco switch is horrible. Should NOT be on in default. Have to turn off EVERY time car is started
Please indicate which is broken/not working (check all that apply):	door snapped off 110 outlet the first week
Please describe conditions when this trouble occurs:	

Cigarette Lighter/Accessory Power Plug	
Cigarette Lighter/Accessory Power Plug	Cigarette Lighter/Accessory Power Plug broken/not working.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Other	
Please describe conditions when this trouble occurs:	
Please describe the other trouble you experienced:	Eco switch horrible. Radio jump from radio to usb intermittingly

Vehicle Issues/Things Gone Wrong	
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Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other. Features/Controls/Displays.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG0E0	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	09/27/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6251320389	
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			Serial#	K263363320	
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	277220583	Report Version	5	Open Date	11/06/2014
Close Date	11/17/2014	Narrative Date	11/24/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	4.
Safety and visibility while driving	4.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Head/leg/foot room	4.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
What are your favorite parts of your new vehicle?	BIGGER GAS TANK
Is there anything about your new vehicle you would like to see changed?	GEAR SHIFT SYSTEM
Vehicle storage and space usage	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Support for popular music/video formats	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Ride quality	5.
How do you feel about the VALUE of your new car? (i.e.	5.

No Concerns

Printed User Guide format is easy to understand and use	4 (agree).
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).

No Concerns	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG4E0	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	01/23/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6009410948
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K017463473
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	280189603	Report Version	5	Open Date	11/28/2014
Close Date	12/09/2014	Narrative Date	12/20/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	The jeep grand cherokee is the best overall value...good looks, strong v6 engine, great gas mileage for its size, and excellent lease rates.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Interior Trim/Storage/Windows. Steering, Handling, and Ride. Vehicle Exterior.
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG9EC	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	12/15/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6338320165
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K345361213
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number		System Key	280810289	Report Version	5	Open Date	12/06/2014
Close Date	12/15/2014	Narrative Date	12/22/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Gear shifter is a pain. Front seats are terrible. Still love the SUV. Every hing else is right.
You rated interior comfort, design and appearance of interior (overall impression) Low. Use this space to provide any specific comments you would like to share.	Hate front seats
You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.	Hate front seats

Shifts at wrong times

Please describe conditions when this trouble occurs:	Leaving parking lot
Are you using your vehicle for towing when the problem occurs?	No.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Rolling starts
Approximate mileage when trouble was first noticed was:	8000 miles or above.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Quiet ride, handling, safety
Interior comfort, design and appearance of interior (overall impression)	1.
Seat adjustment and comfort	1.
Integration with phones	3.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Fuel economy and driving range	3.
Clarity of sound	4.
Integration with media players	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Head/leg/foot room	4.
Engine exhaust sound	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Wheels, rims, and tires appearance and styling	3.
Vehicle storage and space usage	3.
Overall audio, entertainment, and navigation system impression	4.
Climate control operation (function and ease of use)	4.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
Ease of using system displays while driving	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Engine performance during acceleration	4.
Steering wheel adjustment	5.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	Front seats are terrible. I wish I had the Cherokee seats
Transmission gear change performance (smoothness)	2.
Appearance of exterior paint	4.
Engine sound	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
About You	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Wasn't built as well as grand cherokee
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please tell us about the vehicle you replaced (if applicable)	2007. Mercedes-Benz. C-Class. Replaced Vehicle: Purchased New.
Please indicate the primary driver's age.	██████
What is your current marital status?	██████
Please indicate your highest education level	Graduate degree.
Primary vehicle you were considering:	Primary Considered Vehicle: New. Cherokee. Jeep.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Interact with dealership by email. Interact with dealership by phone. Research online.
What year were you born?	██████
Price	4.
Ability to test drive	5.
Vehicle performance	5.
Vehicle fuel economy	5.
Please indicate your occupation status.	Employed.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
Convenience of dealership location	1.
Financing options	1.
Dealership treatment	5.
Vehicle styling	5.
Trade-in allowance	1.
How many children 17 or under live in your household?	██████
Vehicle availability	4.
Vehicle quality	5.
Please indicate your ethnicity	██████ n.
Please indicate your occupation.	████████████████████.
Please indicate your gender	██████
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Never know what gear I'm in. Hate that shifter
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Please describe conditions when this trouble occurs:	3point turn. Aaagghhh
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.
Hands-Free Phone / Bluetooth system loses connection	

Hands-Free Phone / Bluetooth system loses connection	
Lost connection problem happens when:	In the middle of a call.
How often does this trouble occur?	Trouble occurs regularly.
Is there more than one phone paired to the vehicle?	Yes.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Motorola.
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	Had max
Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	Didn't occur to me and everyone hates it that I know that owns same model
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Consumer Reports ratings. Auto Week. Car and Driver. Road and Track.
Please explain further about your choice to recommend your vehicle:	Handling steering and performance is great
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you requested a paper version of the owner manual?	No.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Automatic Transmission	
Automatic Transmission	Shifts at wrong times. Gear selector is difficult to operate (auto. trans.).
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Feels like a solid vehicle when driving at highway speeds
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
What Can We Do Better?	
What has Chrysler done right?	Back lights, performance, quiet ride is awesome
Feedback/Concerns:	Ini ial survey I said I did not the back lights design. Now I love them.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG4E0	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/29/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6289321673
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K301361465
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	281652314	Report Version	5	Open Date	12/09/2014
Close Date	12/20/2014	Narrative Date	12/26/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Welcome

Are you the primary driver of this vehicle?

Yes.

Please tell us how many miles are currently on your vehicle:

More than 10,000.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFJT9EC	Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY	
Built Date	01/19/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6353311222
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M321367571
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	281653667	Report Version	5	Open Date	12/19/2014
Close Date	12/19/2014	Narrative Date	12/26/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Tires make excessive road noise while driving	
Additional Comments:	A car of this level and cost should be quieter
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Trouble occurs while traveling in these road conditions (check all that apply):	Too much road noise.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Trouble occurs while traveling at these speeds (check all that apply):	Tire noise is too high. Need to insulate better.
Are you using your vehicle for towing when the problem occurs?	No.

Fuel cap difficult to open/close	
Additional Comments:	Flapper door isn't as easy to operate as a screw on cap.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate which of the following best describes your concern (check all that apply):	It doesn't like to open, I'd rather have a screw on cap.
Please describe conditions when this trouble occurs:	When fueling
To the best of your recollection, the trouble was first noticed:	At delivery.

Headlights aimed incorrectly	
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate which headlight is not aimed properly (check all that apply):	Adjusted too high and I get flashed Adjusted too high and I get flashed
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located	
Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):	No screen reading necessary would be best
Additional Comments:	My biggest concern is the transmission shifter. It's difficult to operate successfully and you have to go to a readout to know what position your in. Bad design.
Please indicate which of the following best describes your concern (check all that apply):	You have to lok at the screen too long while driving. Put the controls outside of the screen system and more non-look to operate

Controls and Switches	
Controls and Switches	Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located.

Operation and Performance	
Operation and Performance	Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located.

Fuel filler door/cap	
Fuel filler door/cap	Fuel cap difficult to open/close.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Features/Controls/Displays. Steering, Handling, and Ride. Transmission and Drivetrain. Brake System. Interior Trim/Storage/Windows. Vehicle Exterior.

Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located	
Please indicate which of the following best describes your concern (check all that apply):	I just did
Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	No.
Lights	
Lights	Headlights aimed incorrectly.
Steering, Handling, and Ride>Tires>	
Tires	Tires make excessive road noise while driving.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFJG3EC	Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY	
Built Date	09/12/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6242321927
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K233361684
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	281869897	Report Version	5	Open Date	12/22/2014
Close Date	12/22/2014	Narrative Date	12/29/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

What Can We Do Better?

Feedback/Concerns:	Better driver door shutting. Better position for changing seat in push buttons.
What has Chrysler done right?	Basically it's a good car!

About You

Financing options	1.
Please indicate your highest education level	4 year college degree.
Dealership treatment	5.
Which, if any, influenced your purchase decision? (check all that apply):	Dealer/Salesperson interaction. Previous experience with the vehicle/brand.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New.
Did you purchase or lease your vehicle?	Purchase.
What year were you born?	
Vehicle availability	1.
Vehicle quality	1.
Vehicle styling	1.
Please indicate the primary driver's age.	
Please indicate your occupation.	
Please indicate your gender	
What is your total household income (before taxes)?	\$40,000 - \$59,999.
How many children 17 or under live in your household?	0.
Price	1.
Ability to test drive	1.
Vehicle performance	1.
Vehicle fuel economy	1.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please tell us about the vehicle you replaced (if applicable)	Cherokee. Jeep. Replaced Vehicle: Purchased New.
Please indicate your occupation status.	
Which of the following best describes the area you live in?	Rural.
When considering this vehicle	Visit the dealership. Research online.
What is your current marital status?	
Convenience of dealership location	5.
What price did you pay for your vehicle?	52000
Trade-in allowance	1.
Please indicate your ethnicity	

Vehicle Satisfaction Ratings

Brake responsiveness/effort	4.
Rear view styling (rear fascia, bumper)	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Ease of using system displays while driving	3.
Seat adjustment and comfort	4.
Difficult driving conditions (adverse weather, off-road)	4.
Ride quality	4.
Overall audio, entertainment, and navigation system impression	5.

Vehicle Satisfaction Ratings	
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Integration with phones	3.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Climate control operation (function and ease of use)	3.
Integration with media players	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Engine sound	5.
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	3.
Wheels, rims, and tires appearance and styling	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.

Overview	
Smartphone Application covers the necessary features	4 (agree).
What have you used to view your DVD? (check all that apply)	Mac Computer.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Information in the Printed User Guide is easy to find and access	4 (agree).
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Printed User Guide format is easy to understand and use	2 (disagree).
The Smartphone Application format is easy to understand and use	2 (disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.

Heating, ventilation and air conditioning doesn't maintain desired temperature	
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):	Cloudy/overcast. All weather conditions/temperatures. Bright sun.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.
Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Going up an incline.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Going into which gear/gears does the trouble occur? (check all that apply)	Reverse.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Transmission and Drivetrain.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Operation and Performance	
Operation and Performance	Heating, ventilation and air conditioning doesn't maintain desired temperature.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBT6E	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/30/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6028410843
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M034493139
Color	PBU	TRUE BLUE PEARL COAT					

Report Number		System Key	283585402	Report Version	5	Open Date	01/07/2015
Close Date	01/07/2015	Narrative Date	01/14/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION				Phone	
Dealer City	AUBURN HILLS	State		MI		ZIP	48326 -275
Dealer Zone	ZZ						

Shifts at wrong times

Please describe conditions when this trouble occurs:	Accelerating from a stop. Either a delay when car won't move or engine starts racing.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 1st Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. City driving/stop-and-go traffic.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Are you using your vehicle for towing when the problem occurs?	No.

Detail on High Rated Items

You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Great headlights.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Good looks.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Much better than Ford.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Could be a little louder...
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Nice interface.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Very comfortable seating.

Overview

Please provide feedback on how Chrysler can improve the DVD	Have never opened it. Rely on manual.
Please provide feedback on how Chrysler can improve the Smartphone Application	Not at all intuitive.
Which feature or section of the Smartphone Application did you find least helpful and why?	The entire interface.
Please rate your overall level of satisfaction with the Smartphone Application	1 (very dissatisfied).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Printed User Guide covers the necessary features	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.
Please explain further about your choice to recommend your vehicle:	With reservations. Too many quality issues for a brand new car.
Information in the Smartphone Application is easy to find and access	2 (disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	Auto Week. Consumer Reports ratings.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

The Smartphone Application format is easy to understand and use

1 (strongly disagree).

Printed User Guide format is easy to understand and use

3 (neither agree nor disagree).

Information in the Printed User Guide is easy to find and access

3 (neither agree nor disagree).

Smartphone Application covers the necessary features

2 (disagree).

DVD format is easy to understand and use

3 (neither agree nor disagree).

Information on the DVD is easy to find and access

3 (neither agree nor disagree).

Have you taken the vehicle to a dealer to have your trouble corrected?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Hesitation or delay when shifting between gears

Going into which gear/gears does the trouble occur? (check all that apply)

2nd Gear.

1st Gear.

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):

Normal acceleration.

How often does this trouble occur?

Trouble occurs intermittently.

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):

Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Vehicle Satisfaction Ratings

Integration with media players

3.

What is your attitude overall towards the BRAND of your new car?

3.

Brake responsiveness/effort

4.

Ease of using system displays while driving

5.

Appearance of exterior paint

5.

Interior noise level while driving

5.

Engine sound

5.

Steering and handling (responsiveness, stability)

5.

Is there anything about your new vehicle you would like to see changed?

Transmission shifter and shifting.

Vehicle storage and space usage

2.

Ease of getting into and out of vehicle

3.

Fuel economy and driving range

3.

How do you feel about the durability of your new vehicle?

3.

Difficult driving conditions (adverse weather, off-road)

4.

Clarity of sound

5.

Front view styling (front fascia, hood, grille, headlight area)

5.

Wheels, rims, and tires appearance and styling

5.

Steering wheel adjustment

5.

What are your favorite parts of your new vehicle?

Looks, ride, comfort.

Integration with phones

4.

Location and usefulness of interior lighting

4.

Climate control operation (function and ease of use)

4.

Engine exhaust sound

4.

How was your purchasing experience (the dealer/dealership)?

4.

Overall audio, entertainment, and navigation system impression

5.

Rear view styling (rear fascia, bumper)

5.

Head/leg/foot room

5.

Operating controls while driving (gear selector, turn signals, horn, etc.)

2.

Transmission gear change performance (smoothness)

2.

Support for popular music/video formats

3.

What is your attitude overall towards your new car?

3.

How do you feel about the VALUE of your new car? (i.e.

3.

Navigation system route accuracy

4.

Safety and visibility while driving

4.

Exterior design and appearance (overall impression)

5.

Side/profile view styling (driver's side or passenger's side exterior area)

5.

Headlight illumination/performance during night-time driving

5.

Interior comfort, design and appearance of interior (overall impression)

5.

Seat adjustment and comfort

5.

Engine performance during acceleration

5.

Vehicle Satisfaction Ratings

Ride quality

5.

About You

Trade-in allowance

4.

Dealership treatment

4.

Vehicle styling

4.

Please indicate your highest education level

4 year college degree.

Please indicate the primary driver's age.

[REDACTED]

Which, if any, influenced your purchase decision? (check all that apply):

Dealer/Salesperson interaction.

Manufacturer's website.

Previous experience with the vehicle/brand.

On-Line blogs or forums.

Price/Purchase Terms/Financing.

Vehicle test drive.

Dealership information.

What is your primary language?

English.

Primary vehicle in your household:

Ford.

2013.

Fusion.

Primary Household Vehicle: Purchased New.

When considering this vehicle

Interact with dealership by email.

Test drive the vehicle.

Visit the dealership.

Research online.

Did you purchase or lease your vehicle?

Lease.

What is your average miles per gallon (MPG) with your vehicle?

16-18 mpg.

Primary vehicle you were considering:

2014.

Ford.

Primary Considered Vehicle: New.

Explorer.

Please indicate your gender

[REDACTED]

What is your current marital status?

[REDACTED]

Please tell us about the vehicle you replaced (if applicable)

Replaced Vehicle: Purchased Used.

Ford.

Explorer.

2011.

Vehicle availability

3.

Price

4.

Vehicle performance

4.

Vehicle quality

4.

Please indicate your ethnicity

[REDACTED]

Secondary vehicle you were considering:

Ford.

Secondary Considered Vehicle: New.

2014.

F-150.

Suburban.

Which of the following best describes the area you live in?

What is your total household income (before taxes)?

\$150,000 - \$199,999.

What year were you born?

[REDACTED]

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Previous experience

What price did you pay for your vehicle?

Who knows---it was a lease

How many children 17 or under live in your household?

0.

Ability to test drive

3.

Vehicle fuel economy

3.

Convenience of dealership location

4.

Financing options

4.

Please indicate your occupation status.

[REDACTED]

Please indicate your occupation.

[REDACTED]

Is this your first new vehicle ever purchased / leased?

No.

Axle(s)

Axle(s)

Axle is leaking fluid.

Axle is leaking fluid

Axle is leaking fluid	
Please describe where the leak occurs (check all that apply):	From front wheel ends/sides.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Repaired

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions. Shifts at wrong times.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Shift between gears is rough/harsh under normal driving conditions	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	Clunking
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Deceleration.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Doesn't always engage
	Doesn't always engage. Lousy shifter.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Additional Comments:	Very poor design, difficult to select gear you need.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	3,000-4,999.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Early defects in vehicle was disappointing.

What Can We Do Better?	
Feedback/Concerns:	The delay in starting off with the vehicle, quality/defect issues in new vehicle.
What has Chrysler done right?	Very attractive vehicle, comfortable, nice ride.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCM3EC3	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	12/20/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE			Serial#	C306311584	
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			Serial#	M312364829	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	284320302	Report Version	5	Open Date	01/16/2015
Close Date	01/16/2015	Narrative Date	01/23/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	engine and transmission
Rear view styling (rear fascia, bumper)	2.
Integration with phones	3.
Exterior design and appearance (overall impression)	3.
Clarity of sound	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Integration with media players	3.
How was your purchasing experience (the dealer/dealership)?	4.
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	gear shift selector
Overall audio, entertainment, and navigation system impression	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Engine exhaust sound	2.
Navigation system route accuracy	5.
Headlight illumination/performance during night-time driving	5.
Vehicle storage and space usage	5.
What is your attitude overall towards the BRAND of your new car?	5.

About You

How may children 17 or under live in your household?	0.
Secondary vehicle in your household:	2014. Chevrolet. Cruze. Secondary Household Vehicle: Purchased New.
Vehicle performance	4.

About You

Which, if any, influenced your purchase decision? (check all that apply):

Automotive magazines.
J D Power reports.
On-Line blogs or forums.
Internet research.
Features/Capabilities.
Consumer Reports ratings.
Image that the vehicle portrays.
Manufacturer's website.
Previous experience with the vehicle/brand.
Value for the money.
Vehicle test drive.

Please tell us about the vehicle you replaced (if applicable)

Grand Cherokee.
Jeep.
2011.
Replaced Vehicle: Purchased New.
Interact with dealership by phone.
Visit the dealership.
Test drive the vehicle.
Research online.

When considering this vehicle

Please indicate your occupation status.

What year were you born?

Primary vehicle in your household:

2014.
Primary Household Vehicle: Purchased New.
Grand Cherokee.
Jeep.

Price

Convenience of dealership location

Trade-in allowance

Please indicate the primary driver's age.

Primary vehicle you were considering:

3.
4.
5.
Grand Cherokee.
2014.
Jeep.
Primary Considered Vehicle: New.
25-26 mpg.

What is your average miles per gallon (MPG) with your vehicle?

Ability to test drive

Vehicle fuel economy

Did you purchase or lease your vehicle?

Which of the following best describes the area you live in?

What price did you pay for your vehicle?

What is your total household income (before taxes)?

Financing options

Vehicle availability

Dealership treatment

Vehicle quality

Vehicle styling

Please indicate your ethnicity

What is your primary language?

Please indicate your highest education level

Please indicate your gender

What is your current marital status?

Is this your first new vehicle ever purchased / leased?

5.
5.
Purchase.
Suburban.
52000
\$150,000 - \$199,999.
3.
5.
5.
5.
5.
English.
Graduate degree.
.
.
No.

Overview

DVD format is easy to understand and use

Information on the DVD is easy to find and access

Printed User Guide covers the necessary features

Have you taken the vehicle to a dealer to have your trouble corrected?

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Please rate your overall level of satisfaction with the DVD

Would you recommend this vehicle to family or friends?

If our team has any additional questions about your responses, would you accept further contact?

4 (agree).
4 (agree).
5 (strongly agree).
No.
No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
4 (satisfied).
Yes.
Yes, by phone or e-mail.

Overview	
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Reverse (R). All positions. Drive (D).
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Transmission shifter, exterior design
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

What Can We Do Better?	
What has Chrysler done right?	Made an excellent SUV that gives me great mileage with the ability to tow our travel trailer.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG5EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/06/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6053420212
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K060463383
Color	PGZ	BLACK FOREST GREEN PEARL COAT					

Report Number		System Key	285563627	Report Version	5	Open Date	02/01/2015
Close Date	02/01/2015	Narrative Date	02/06/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What price did you pay for your vehicle? 40,000

Ability to test drive 1.

Primary vehicle in your household: 2013.
Dart.
Dodge.

Price 4.

Vehicle performance 4.

Secondary vehicle you were considering: Cherokee.

Please indicate your highest education level Graduate degree.

Primary vehicle you were considering: M-Class.
Primary Considered Vehicle: New.
2014.
Mercedes-Benz.

Please indicate your gender

What is your current marital status?

Which, if any, influenced your purchase decision? (check all that apply): Price/Purchase Terms/Financing.
Vehicle test drive.
Dealer/Salesperson interaction.
Visit the dealership.
Test drive the vehicle.

When considering this vehicle

What year were you born?

How many children 17 or under live in your household? 0.

Financing options 1.

What is your average miles per gallon (MPG) with your vehicle? 21-22 mpg.

Please indicate your occupation status.

Please indicate your occupation. Executive / Managerial.

Please tell us about the vehicle you replaced (if applicable) GLK-Class.
Mercedes-Benz.
2012.
Replaced Vehicle: Purchased New.

What is your total household income (before taxes)? More than \$200,000.

Is this your first new vehicle ever purchased / leased? No.

Please indicate your ethnicity

Which of the following best describes the area you live in? Suburban.

Trade-in allowance 1.

Vehicle quality 4.

Vehicle fuel economy 4.

Vehicle availability 2.

Convenience of dealership location 3.

Vehicle styling 4.

Dealership treatment 5.

Please indicate the primary driver's age.

What is your primary language? English.

Did you purchase or lease your vehicle? Purchase.

Detail on High Rated Items

You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share. Like the Black Forest green colour

You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share. Best in the industry for ease of use and features.

Detail on High Rated Items

You rated ride quality High. Use this space to provide any specific comments you would like to share.	Just the right amount of road feel without being harsh or difficult to manage.
You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.	The selector for weather conditions tunes the vehicle perfectly
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	True jeep.

Overview

Please explain further about your choice to recommend your vehicle:	Only if there is an improvement to the teansmission and gear selector.
What information did you need that was not included in the Smartphone Application?	Vehicle locator. Would be neat to go in parking lot, activate the app and get a directional Finder guide you to the car.
Information in the Smartphone Application is easy to find and access	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Which automotive publications do you subscribe to? (check all that apply)	Road and Track. Automobile. Car and Driver. Auto Week.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	I know the vehicle well enough not to need a manual.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you requested a paper version of the owner manual?	No.
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Which feature or section of the Smartphone Application did you find most helpful and why?	Remote lock is cool

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Headlight illumination/performance during night-time driving	3.
Integration with media players	4.
Exterior design and appearance (overall impression)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Engine performance during acceleration	4.
Engine exhaust sound	4.
Clarity of sound	5.
Vehicle storage and space usage	5.
Transmission gear change performance (smoothness)	2.
Navigation system route accuracy	4.
Fuel economy and driving range	4.
Ease of using system displays while driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
How was your purchasing experience (the dealer/dealership)?	5.
What are your favorite parts of your new vehicle?	Ride and hsndling
Is there anything about your new vehicle you would like to see changed?	Transmission shifter and shifting
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Rear view styling (rear fascia, bumper)	5.

Vehicle Satisfaction Ratings	
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Support for popular music/video formats	4.
Interior noise level while driving	4.
Engine sound	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	At delivery.
Additional Comments:	Electronic shift is just a poor design. It is not intuitive. Try moving from drive to reverse when parallel parking will put you in park with engine running 6000 RPM. This is the single worst feature in an otherwise perfectly executed vehicle.
Going into which position is the gear selector difficult to operate? (check all that apply):	Just difficult to positively get into the right gear particularly trying to find reverse from drive. It skips over to park.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Transmission and Shifter [REDACTED]

Slips/will not engage gear properly/shifts erratically	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not temperature sensitive
Going into which gear/gears does the trouble occur? (check all that apply):	See comments
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Passing shifts into high gear, rough, noisy, and unresponsive. Also hands up in high gear.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	This appears characteris ic of the transmission due to the programming issues related to his transmission.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The transmission and shifter are the only bad features I an otherwise perfectly executed perfectly priced vehicle

What Can We Do Better?	
Feedback/Concerns:	Two compartment levels in console - can never figure which one I'm going to open when I lift the lid. Redesign the catch so you can feel large or small catch to determine if you are opening the shallow or deep compartment. Needs better range on the remote. For example, the deck lid remote will operate until at about 20 to 30 ft. Mercedes I had worked at least at 50 ft or better. Why did you drop the body side molding? At least make it an option to protect from the clumsy door dingers.
What has Chrysler done right?	Terrific interior design. The infotainment center is easy to use, perfect line of sight, well laid out. Quality of materials is 1st class. Great rear seat design for dropping the seats. Good milage. Quiet. Nice cubby designs. Like the ride and handling.

Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAGXEC	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	04/27/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	K078410238
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K113461272
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	286653423	Report Version	2	Open Date	02/13/2015
Close Date	02/13/2015	Narrative Date	02/17/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI		ZIP	48326 -275
Dealer Zone	ZZ					

Welcome

Are you the primary driver of this vehicle? Yes.

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

No Concerns

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight No Concerns.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG0E0	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	05/03/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6115421922
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K116463264
Color	PGZ	BLACK FOREST GREEN PEARL COAT					

Report Number		System Key	286654112	Report Version	2	Open Date	02/13/2015
Close Date	02/13/2015	Narrative Date	02/17/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Which, if any, influenced your purchase decision? (check all that apply):	Image that the vehicle portrays. Manufacturer?s website. Previous experience with the vehicle/brand. Features/Capabilities. Vehicle test drive. Dealership information. Interact with dealership by email. Visit the dealership. Interact with dealership by phone. Research online. Test drive the vehicle.
When considering this vehicle	
Is this your first new vehicle ever purchased / leased?	No.
Primary vehicle you were considering:	Primary Considered Vehicle: New. 2014. Subaru. Forester. Purchase.
Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used. MDX. Acura. 2006. 42000
What price did you pay for your vehicle?	42000
Financing options	1.
Trade-in allowance	4.
Dealership treatment	4.
Vehicle styling	5.
Price	4.
Ability to test drive	4.
Vehicle fuel economy	4.
Vehicle performance	5.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle availability	4.
Vehicle quality	5.
Convenience of dealership location	4.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	same as above Never really know unless you look at indicator same as above You have to keep an eye on he indicator because you can not tell if you have shifted at all. Almost lost my boat and car this last summer on the boat ramp as I thought the vehicle was in park, but apparently it was not.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	Anytime he driver has to shift
Additional Comments:	This is a terrible design for shifting. The driver can not tell what gear hey are in unless you are staring at the indicator. I totally hate this electronic shift
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	Great quality except the electronic shift
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Owner's Information DVD?	Yes.
Please rate your overall level of satisfaction with the DVD	4 (satisfied).

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Vehicle Satisfaction Ratings	
What are your favorite parts of your new vehicle?	Handling, stereo sound, comfort
Is there anything about your new vehicle you would like to see changed?	Shifting mechanism, it's horrible
Safety and visibility while driving	4.
How was your purchasing experience (the dealer/dealership)?	4.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Clarity of sound	5.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Steering wheel adjustment	2.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.

Vehicle Satisfaction Ratings	
Navigation system route accuracy	3.
Transmission gear change performance (smoothness)	3.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
How do you feel about the durability of your new vehicle?	5.

What Can We Do Better?	
What has Chrysler done right?	Great handling and body design. Very reliable so far
Feedback/Concerns:	Change the shifting mechanism

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Shifting mechanism. It is too difficult to determine what gear you are in unless you look at the indicator. I always have to look to make sure the Jeep is in park especially.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Comfort, stereo sound system is excellent. Handling is great

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG7EC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	02/10/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6021421826
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K039463162
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	286652754	Report Version	7	Open Date	02/04/2015
Close Date	02/15/2015	Narrative Date	02/25/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you requested a paper version of the owner manual?	No.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	not soemthing oweners manual addresses
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Other.
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Other

Please describe the other trouble you experienced:	arm rest is awkward and too short. impossible to retrieve items like easy pass from arm rest compartment
Please describe conditions when this trouble occurs:	reaching for items in arm rest
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAGXEC	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	04/27/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	K078410238
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K113461272
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	286653423	Report Version	7	Open Date	02/13/2015
Close Date	02/13/2015	Narrative Date	02/25/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Welcome

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Are you the primary driver of this vehicle? Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight No Concerns.

No Concerns

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG0E0	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	05/03/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6115421922
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K116463264
Color	PGZ	BLACK FOREST GREEN PEARL COAT					

Report Number		System Key	286654112	Report Version	7	Open Date	02/13/2015
Close Date	02/13/2015	Narrative Date	02/25/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What price did you pay for your vehicle?	42000
Financing options	1.
Primary vehicle you were considering:	2014. Primary Considered Vehicle: New. Subaru. Forester.
Trade-in allowance	4.
Dealership treatment	4.
Vehicle styling	5.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Image that the vehicle portrays. Manufacturer?s website. Previous experience with the vehicle/brand. Dealership information. Vehicle test drive.
When considering this vehicle	Interact with dealership by email. Visit the dealership. Test drive the vehicle. Interact with dealership by phone. Research online.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used. MDX. 2006. Acura.
Price	4.
Ability to test drive	4.
Vehicle fuel economy	4.
Vehicle performance	5.
Convenience of dealership location	4.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle availability	4.
Vehicle quality	5.

Overview

Please explain further about your choice to recommend your vehicle:	Great quality except the electronic shift
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Printed User Guide?	Yes.
Information in the Smartphone Application is easy to find and access	4 (agree).
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

Overview

If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Printed User Guide covers the necessary features	4 (agree).
DVD format is easy to understand and use	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Owner's Information DVD?	Yes.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Handling, stereo sound, comfort
Is there anything about your new vehicle you would like to see changed?	Shifting mechanism, it's horrible
Safety and visibility while driving	4.
How was your purchasing experience (the dealer/dealership)?	4.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Clarity of sound	5.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Navigation system route accuracy	3.
Transmission gear change performance (smoothness)	3.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
How do you feel about the durability of your new vehicle?	5.
Steering wheel adjustment	2.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Difficult driving conditions (adverse weather, off-road)	5.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	same as above
	Never really know unless you look at indicator
	You have to keep an eye on the indicator because you can not tell if you have shifted at all. Almost lost my boat and car this last summer on the boat ramp as I thought the vehicle was in park, but apparently it was not.
	same as above

Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Please describe conditions when this trouble occurs:	Anytime he driver has to shift
Additional Comments:	This is a terrible design for shifting. The driver can not tell what gear they are in unless you are staring at the indicator. I totally hate this electronic shift

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

What Can We Do Better?	
What has Chrysler done right?	Great handling and body design. Very reliable so far
Feedback/Concerns:	Change the shifting mechanism

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Comfort, stereo sound system is excellent. Handling is great

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Shifting mechanism. It is too difficult to determine what gear you are in unless you look at the indicator. I always have to look to make sure the Jeep is in park especially.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG2E0	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	09/14/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6241321967	
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			Serial#	K255361077	
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	287019273	Report Version	4	Open Date	02/18/2015
Close Date	02/18/2015	Narrative Date	02/25/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Detail on High Rated Items

You rated ride quality High. Use this space to provide any specific comments you would like to share.	Conformable on long road trips.
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Good night illumination.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Very convenient when away from home. I like al itude information on the GPS.
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Ventilated seats are wonderful!
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	8 speeds are nice. Gear changes are not noticed.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	Classy vehicle.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Good power for V6.

Voice Activation / Recognition doesnt recognize command

What button did you use?	Steering wheel control
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	When entering information.
Additional Comments:	It works so poorly I rarely use it.
How often does this trouble occur?	Trouble occurs regularly.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Voice recogni ion is not useful.
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About You

How may children 17 or under live in your household?	0.
Financing options	1.
Trade-in allowance	2.
Please tell us about the vehicle you replaced (if applicable)	Grand Cherokee. Replaced Vehicle: Purchased New. 2005. Jeep.
Convenience of dealership location	3.
Vehicle styling	5.
What is your primary language?	English.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Internet research. Automotive magazines. Consumer Reports ratings. Edmunds. Previous experience with the vehicle/brand. NHTSA or IIHS safety ratings.
Is this your first new vehicle ever purchased / leased?	No.
Please indicate your highest education level	PhD.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
What price did you pay for your vehicle?	\$45,000
What is your total household income (before taxes)?	\$125,000 - \$149,999.
Vehicle availability	3.

About You	
Dealership treatment	3.
Vehicle quality	5.
Please indicate your ethnicity	██████ n.
Please indicate your occupation.	████████████████████.
Please indicate your gender	█████.
What is your current marital status?	██████
Ability to test drive	1.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Price	3.
Vehicle fuel economy	4.
Vehicle performance	5.
Please indicate the primary driver's age.	██████
Please indicate your occupation status.	██████

Vehicle Satisfaction Ratings	
Integration with media players	4.
Wheels, rims, and tires appearance and styling	4.
Vehicle storage and space usage	4.
How was your purchasing experience (the dealer/dealership)?	4.
Clarity of sound	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Difficult driving conditions (adverse weather, off-road)	5.
What is your attitude overall towards your new car?	5.
Integration with phones	4.
Support for popular music/video formats	4.
Ease of getting into and out of vehicle	4.
Fuel economy and driving range	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Overall audio, entertainment, and navigation system impression	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Engine sound	5.
Transmission gear change performance (smoothness)	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	Nav/media system
Rear view styling (rear fascia, bumper)	4.
How do you feel about the durability of your new vehicle?	4.
Interior noise level while driving	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.

Overview	
Information in the Smartphone Application is easy to find and access	4 (agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Was out of town for season

Overview	
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Smartphone Application covers the necessary features	4 (agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Consumer Reports ratings. Auto Week. Car and Driver. Road and Track. Motor Trend.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Owner's Information DVD?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Apple.
Please tell us your cell phone model	5s
Please choose your cell phone carrier	AT&T Mobile.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Points of Interest not well defined.

Check Engine light indicated trouble	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Please describe conditions when this trouble occurs:	Has only happened once. Turned itself off after about 10 days.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Did you also experience an engine performance issue while the "Check Engine" light was on?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Was the "Check Engine" light your first indication there was trouble?	Yes.

Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ("Check Engine")	"Check Engine" light indicated trouble.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

What Can We Do Better?	
What has Chrysler done right?	Excellent, stylish vehicle.

Points of Interest not well defined	
Please describe the trouble with the Points of Interest within the Navigation system	Airports not listed as point of interest

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEA2E	Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	11/21/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6287310769
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K309361256
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number	[REDACTED]	System Key	288527488	Report Version	1	Open Date	03/10/2015
Close Date	03/10/2015	Narrative Date	03/11/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Hesitation or delay when shifting between gears

To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. 2nd Gear. 3rd Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration. Normal acceleration. Occasionally will be a real jerky downshift
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.

Slips/will not engage gear properly/shifts erratically

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Occasionally will be jerky More often will be jerky
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Occasionally Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Going into which gear/gears does the trouble occur? (check all that apply):	Just occasionally Justy occasionally Just occasionally
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

About You

Convenience of dealership location	1.
Please tell us about the vehicle you replaced (if applicable)	2003. Replaced Vehicle: Purchased New. Nissan. Frontier 2WD.
Dealership treatment	4.
Vehicle styling	4.
Vehicle quality	5.
Please indicate the primary driver's age.	[REDACTED]
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Primary vehicle you were considering:	2014. 4runner. Toyota. Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing. Vehicle test drive.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Interact with dealership by email. Research online.
What is your total household income (before taxes)?	\$100,000 - \$124,999.

About You

Vehicle availability	1.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Price	4.
Vehicle fuel economy	4.
Please indicate your ethnicity	██████████
Which of the following best describes the area you live in?	Urban.
How many children 17 or under live in your household?	0.
Vehicle performance	5.
What is your current marital status?	██████████
Please indicate your highest education level	Graduate degree.
Secondary vehicle you were considering:	Lexus.
Please indicate your gender	██████████
Please indicate your occupation.	████████████████████
Please indicate your occupation status.	██████████

Vehicle Satisfaction Ratings

How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	4.
Ride quality	4.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Difficult driving conditions (adverse weather, off-road)	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
How was your purchasing experience (the dealer/dealership)?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
Rear view styling (rear fascia, bumper)	3.
Ease of getting into and out of vehicle	3.
Exterior design and appearance (overall impression)	4.
Clarity of sound	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Vehicle Exterior.
	Transmission and Drivetrain.

Overview

If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Printed User Guide covers the necessary features	4 (agree).

Overview

Did you review the Owner's Information DVD?	No.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.

What Can We Do Better?

Feedback/Concerns:	One major concern, the transmission is real jerky at times - even passengers comment. Three suggestions- make front door taller - difficult to get in the front door if you are over 5'9"; little problem but irritating, fix radio, regularly the presets for radio are lost; and, better design for rear end.
What has Chrysler done right?	Many things, comfort, body style, enough power, fuel consumption, and many other things. I like the vehicle.

Welcome

Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Automatic Transmission

Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Hesitation or delay when shifting between gears.
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Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Already commented
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEAG2EC	Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	11/21/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6287310769
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K309361256
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	288527488	Report Version	2	Open Date	03/10/2015
Close Date	03/10/2015	Narrative Date	03/12/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Hesitation or delay when shifting between gears

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. 1st Gear. 2nd Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Occasionally will be a real jerky downshift Normal acceleration. Hard acceleration.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

About You

Vehicle availability	1.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Price	4.
Vehicle fuel economy	4.
Primary vehicle you were considering:	4runner. Toyota. Primary Considered Vehicle: New. 2014.
Please indicate your ethnicity	
When considering this vehicle	Interact with dealership by email. Research online. Test drive the vehicle. Visit the dealership.
Which of the following best describes the area you live in?	Urban.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Price/Purchase Terms/Financing.
What is your total household income (before taxes)?	\$100,000 - \$124,999.
How many children 17 or under live in your household?	0.
Vehicle performance	5.
What is your current marital status?	Divorced.
Please tell us about the vehicle you replaced (if applicable)	Frontier 2WD. Nissan. Replaced Vehicle: Purchased New. 2003.
Please indicate your highest education level	Graduate degree.
Secondary vehicle you were considering:	Lexus.
Please indicate your gender	
Please indicate your occupation.	
Please indicate your occupation status.	
Please indicate the primary driver's age.	
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.
Convenience of dealership location	1.
Dealership treatment	4.
Vehicle styling	4.
Vehicle quality	5.

Slips/will not engage gear properly/shifts erratically	
Going into which gear/gears does the trouble occur? (check all that apply):	<input type="checkbox"/> Just occasionally <input type="checkbox"/> Justy occasionally <input type="checkbox"/> Just occasionally
Are you using your vehicle for towing when the problem occurs?	<input type="checkbox"/> No.
How often does this trouble occur?	<input type="checkbox"/> Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	<input type="checkbox"/> Within the 1st month after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	<input type="checkbox"/> Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. <input type="checkbox"/> Occasionally
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	<input type="checkbox"/> More often will be jerky <input type="checkbox"/> Occasionally will be jerky
Approximate mileage when trouble was first noticed was:	<input type="checkbox"/> 0 - 1499 miles.

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
How was your purchasing experience (the dealer/dealership)?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
Rear view styling (rear fascia, bumper)	3.
Ease of getting into and out of vehicle	3.
Exterior design and appearance (overall impression)	4.
Clarity of sound	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	4.
Ride quality	4.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Difficult driving conditions (adverse weather, off-road)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.

Overview	
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	<input type="checkbox"/> Yes.
Would you recommend this vehicle to family or friends?	<input type="checkbox"/> Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you taken the vehicle to a dealer to have your trouble corrected?	<input type="checkbox"/> No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	<input type="checkbox"/> No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	<input type="checkbox"/> None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	<input type="checkbox"/> Satisfied.

Overview	
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Already commented

What Can We Do Better?	
What has Chrysler done right?	Many things, comfort, body style, enough power, fuel consumption, and many other things. I like the vehicle.
Feedback/Concerns:	One major concern, the transmission is real jerky at times - even passengers comment. Three suggestions- make front door taller - difficult to get in the front door if you are over 5'9"; little problem but irritating, fix radio, regularly the presets for radio are lost; and, better design for rear end.

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears. Slips/will not engage gear properly/shifts erratically.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Vehicle Exterior.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEAG2EC	Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	11/21/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6287310769
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K309361256
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	288527488	Report Version	3	Open Date	03/10/2015
Close Date	03/10/2015	Narrative Date	03/13/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

What Can We Do Better?

Feedback/Concerns:	One major concern, the transmission is real jerky at times - even passengers comment. Three suggestions- make front door taller - difficult to get in the front door if you are over 5'9"; little problem but irritating, fix radio, regularly the presets for radio are lost; and, better design for rear end.
What has Chrysler done right?	Many things, comfort, body style, enough power, fuel consumption, and many other things. I like the vehicle.

Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	2.
Fuel economy and driving range	4.
Ride quality	4.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Difficult driving conditions (adverse weather, off-road)	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
How was your purchasing experience (the dealer/dealership)?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
Rear view styling (rear fascia, bumper)	3.
Ease of getting into and out of vehicle	3.
Exterior design and appearance (overall impression)	4.
Clarity of sound	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

About You

Primary vehicle you were considering:	2014. 4runner. Toyota. Primary Considered Vehicle: New.
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About You

Please tell us about the vehicle you replaced (if applicable)

Which, if any, influenced your purchase decision? (check all that apply):

When considering this vehicle

Did you purchase or lease your vehicle?

Is this your first new vehicle ever purchased / leased?

Dealership treatment

Vehicle styling

Vehicle quality

Please indicate the primary driver's age.

What is your primary language?

Convenience of dealership location

What is your total household income (before taxes)?

Vehicle availability

What is your average miles per gallon (MPG) with your vehicle?

Price

Vehicle fuel economy

Please indicate your ethnicity

Which of the following best describes the area you live in?

How many children 17 or under live in your household?

Vehicle performance

What is your current marital status?

Please indicate your highest education level

Secondary vehicle you were considering:

Please indicate your gender

Please indicate your occupation.

Please indicate your occupation status.

Nissan.

Replaced Vehicle: Purchased New.

2003.

Frontier 2WD.

Price/Purchase Terms/Financing.

Vehicle test drive.

Test drive the vehicle.

Visit the dealership.

Interact with dealership by email.

Research online.

Lease.

No.

4.

4.

5.

English.

1.

\$100,000 - \$124,999.

1.

25-26 mpg.

4.

4.

Urban.

0.

5.

Graduate degree.

Lexus.

Overview

Printed User Guide covers the necessary features

Did you review the Owner's Information DVD?

If our team has any additional questions about your responses, would you accept further contact?

Printed User Guide format is easy to understand and use

Information in the Printed User Guide is easy to find and access

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Would you recommend this vehicle to family or friends?

Please rate your overall level of satisfaction with the Printed User Guide

Have you taken the vehicle to a dealer to have your trouble corrected?

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Which automotive publications do you subscribe to? (check all that apply)

Overall, how satisfied are you with the quality of your new vehicle?

Did you review the Printed User Guide?

4 (agree).

No.

Yes, by e-mail only.

4 (agree).

4 (agree).

Yes.

Yes.

4 (satisfied).

No.

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

None or other (if other, please describe).

Satisfied.

Yes.

Hesitation or delay when shifting between gears

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):

How often does this trouble occur?

To the best of your recollection, the trouble was first noticed:

Going into which gear/gears does the trouble occur? (check all that apply)

Approximate mileage when trouble was first noticed was:

Hard acceleration.

Normal acceleration.

Occasionally will be a real jerky downshift

Trouble occurs intermittently.

Within the 1st month after delivery.

2nd Gear.

1st Gear.

3rd Gear.

0 - 1499 miles.

Hesitation or delay when shifting between gears	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.

Slips/will not engage gear properly/shifts erratically	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	More often will be jerky Occasionally will be jerky Occasionally
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply):	Just occasionally Justy occasionally Just occasionally
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Hesitation or delay when shifting between gears.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior. Transmission and Drivetrain.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Already commented

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCM9F0	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	01/20/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				Serial#	C072431474
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M132436912
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	289600526	Report Version	1	Open Date	03/24/2015
Close Date	03/24/2015	Narrative Date	03/25/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Vehicle fuel economy	3.
Vehicle performance	4.
Primary vehicle you were considering:	Range Rover Sport. Land Rover.
Please tell us about the vehicle you replaced (if applicable)	E-Class. 2004. Mercedes-Benz. Replaced Vehicle: Purchased New.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Interact with dealership by email. Interact with dealership by phone. Research online.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Recommendations from friends or family. Value for the money. Automotive magazines. Features/Capabilities.
Convenience of dealership location	3.
Vehicle availability	4.
Dealership treatment	4.
Vehicle quality	4.
Is this your first new vehicle ever purchased / leased?	No.
Vehicle styling	3.
Price	4.
Ability to test drive	5.
Did you purchase or lease your vehicle?	Purchase.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Features/Controls/Displays.
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Overview

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Welcome

Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Points of Interest not well defined.
Uconnect Access	
Uconnect Access	Uconnect Access Application.
Points of Interest not well defined	
Additional Comments:	POI did not include post office. Not always very helpful. Yelp Search takes much too long to load and also not always helpful/accurate.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCM9F0	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	01/20/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE			Serial#	C072431474	
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			Serial#	M132436912	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	289600526	Report Version	2	Open Date	03/24/2015
Close Date	03/24/2015	Narrative Date	03/26/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Welcome

Please tell us how many miles are currently on your vehicle: 0-999.
Are you the primary driver of this vehicle? Yes.

About You

Please tell us about the vehicle you replaced (if applicable) E-Class.
2004.
Mercedes-Benz.
Replaced Vehicle: Purchased New.
When considering this vehicle Test drive the vehicle.
Visit the dealership.
Interact with dealership by phone.
Research online.
Interact with dealership by email.
Which, if any, influenced your purchase decision? (check all that apply):
Vehicle test drive.
Automotive magazines.
Features/Capabilities.
Recommendations from friends or family.
Value for the money.
Vehicle styling 3.
Price 4.
Ability to test drive 5.
Did you purchase or lease your vehicle? Purchase.
Convenience of dealership location 3.
Vehicle availability 4.
Dealership treatment 4.
Vehicle quality 4.
Primary vehicle you were considering: Land Rover.
Range Rover Sport.
Is this your first new vehicle ever purchased / leased? No.
Vehicle fuel economy 3.
Vehicle performance 4.

Overview

Did you review the Owner's Information DVD? No.
Would you recommend this vehicle to family or friends? Yes.
If our team has any additional questions about your responses, would you accept further contact? No.
Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.
Did you review the Printed User Guide? Yes.
Have you taken the vehicle to a dealer to have your trouble corrected? No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Yes.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Points of Interest not well defined.
Uconnect Access	
Uconnect Access	Uconnect Access Application.
Points of Interest not well defined	
Additional Comments:	POI did not include post office. Not always very helpful. Yelp Search takes much too long to load and also not always helpful/accurate.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Entertainment/Navigation System/Connectivity.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCM9F0	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	01/20/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				Serial#	C072431474
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M132436912
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	289600526	Report Version	3	Open Date	03/24/2015
Close Date	03/24/2015	Narrative Date	03/27/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

Vehicle fuel economy	3.
Vehicle performance	4.
Primary vehicle you were considering:	Range Rover Sport. Land Rover.
Vehicle styling	3.
Price	4.
Ability to test drive	5.
Which, if any, influenced your purchase decision? (check all that apply):	Automotive magazines. Features/Capabilities. Vehicle test drive. Recommendations from friends or family. Value for the money.
When considering this vehicle	Interact with dealership by phone. Research online. Test drive the vehicle. Visit the dealership. Interact with dealership by email.
Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	E-Class. 2004. Mercedes-Benz. Replaced Vehicle: Purchased New.
Convenience of dealership location	3.
Vehicle availability	4.
Dealership treatment	4.
Vehicle quality	4.
Is this your first new vehicle ever purchased / leased?	No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Features/Controls/Displays.
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Overview

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.

Points of Interest not well defined

Additional Comments:	POI did not include post office. Not always very helpful. Yelp Search takes much too long to load and also not always helpful/accurate.
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Welcome	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Points of Interest not well defined.
Uconnect Access	
Uconnect Access	Uconnect Access Application.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG6F0	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	01/15/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6354421747
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K007561514
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	290612979	Report Version	1	Open Date	04/07/2015
Close Date	04/07/2015	Narrative Date	04/08/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

About You

What year were you born?	
Financing options	1.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle availability	2.
Trade-in allowance	4.
Dealership treatment	5.
Vehicle styling	5.
Secondary vehicle in your household:	Corvette. 2007. Chevrolet. Secondary Household Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	Dealer/Salesperson interaction. Previous experience with the vehicle/brand.
Please tell us about the vehicle you replaced (if applicable)	Grand Cherokee. 2011. Jeep. Replaced Vehicle: Purchased New.
Primary vehicle in your household:	Highlander. 2014. Primary Household Vehicle: Purchased New.
Please indicate your gender	Toyota.
What is your current marital status?	
When considering this vehicle	Test drive the vehicle. Visit the dealership. Research online.
What price did you pay for your vehicle?	48K
How many children 17 or under live in your household?	0.
Price	3.
Convenience of dealership location	5.
Please indicate your occupation status.	
What is your total household income (before taxes)?	More than \$200,000.
Please indicate your occupation.	
Ability to test drive	4
Vehicle fuel economy	4.
Vehicle performance	5.
Please indicate your ethnicity	
Vehicle quality	4.
Please indicate your highest education level	4 year college degree.
Please indicate the primary driver's age.	
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.

Other

Please describe the other trouble you experienced:	Everything is working the way it should, but I am not a fan of the new shift lever. You have to be careful when shifting into park that it actually gets there.
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Safety and visibility while driving	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
Is there anything about your new vehicle you would like to see changed?	Transmission shifter
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Clarity of sound	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
Wheels, rims, and tires appearance and styling	4.
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior noise level while driving	4.
Engine sound	4.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Did you review the Printed User Guide?	No.
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The terring systems quality is suspect. I had to replace the rack and pinion 3 times in 60,000 miles on my 2011 Jeep. If I have problems with this 2015 Jeep, I will change vehicles.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

What Can We Do Better?	
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What Can We Do Better?	
What has Chrysler done right?	I like the new transmission and I switched to the 6 cylinder and like both. Lots of good features, but the price is starting get pricey.
Feedback/Concerns:	Not a fan of the new shifter. Back window, or spoiler above the window still retains water after being washed that later drips and leaves water stains on the window.
Detail on High Rated Items	
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Shifter
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG6FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	01/15/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6354421747
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K007561514
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	290612979	Report Version	2	Open Date	04/07/2015
Close Date	04/07/2015	Narrative Date	04/09/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

What Can We Do Better?

Feedback/Concerns:	Not a fan of the new shifter. Back window, or spoiler above the window still retains water after being washed that later drips and leaves water stains on the window.
What has Chrysler done right?	I like the new transmission and I switched to the 6 cylinder and like both. Lots of good features, but the price is starting get pricey.

Detail on High Rated Items

You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.

Shifter

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior noise level while driving	4.
Engine sound	4.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
Wheels, rims, and tires appearance and styling	4.
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
Is there anything about your new vehicle you would like to see changed?	Transmission shifter
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Clarity of sound	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Safety and visibility while driving	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.

About You

Vehicle quality	4.
Please indicate your highest education level	4 year college degree.
Please indicate the primary driver's age.	

About You	
Secondary vehicle in your household:	Chevrolet. Secondary Household Vehicle: Purchased New. 2007. Corvette. English. Jeep. Replaced Vehicle: Purchased New. 2011. Grand Cherokee.
What is your primary language?	No.
Please tell us about the vehicle you replaced (if applicable)	Previous experience with the vehicle/brand. Dealer/Salesperson interaction.
Is this your first new vehicle ever purchased / leased?	Primary Household Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	Toyota. 2014. Highlander. Purchase. Suburban.
Primary vehicle in your household:	4.
Did you purchase or lease your vehicle?	4.
Which of the following best describes the area you live in?	5.
Ability to test drive	<input type="checkbox"/>
Vehicle fuel economy	Research online.
Vehicle performance	Visit the dealership.
Please indicate your ethnicity	Test drive the vehicle.
When considering this vehicle	48K
What price did you pay for your vehicle?	0.
How many children 17 or under live in your household?	3.
Price	5.
Convenience of dealership location	<input type="checkbox"/>
Please indicate your occupation status.	More than \$200,000.
What is your total household income (before taxes)?	Owner / Proprietor.
Please indicate your occupation.	1 <input type="checkbox"/>
What year were you born?	1.
Financing options	19-20 mpg.
What is your average miles per gallon (MPG) with your vehicle?	2.
Vehicle availability	<input type="checkbox"/>
Please indicate your gender	<input type="checkbox"/>
What is your current marital status?	<input type="checkbox"/>
Trade-in allowance	4.
Dealership treatment	5.
Vehicle styling	5.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.
Overview	
Would you recommend this vehicle to family or friends?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	No.
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The terring systems quality is suspect. I had to replace the rack and pinion 3 times in 60,000 miles on my 2011 Jeep. If I have problems with this 2015 Jeep, I will change vehicles.
Other	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe the other trouble you experienced:	Everything is working the way it should, but I am not a fan of the new shift lever. You have to be careful when shifting into park that it actually gets there.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG6FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	01/15/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6354421747
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K007561514
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	290612979	Report Version	3	Open Date	04/07/2015
Close Date	04/07/2015	Narrative Date	04/10/2015	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

What Can We Do Better?

Feedback/Concerns:	Not a fan of the new shifter. Back window, or spoiler above the window still retains water after being washed that later drips and leaves water stains on the window.
What has Chrysler done right?	I like the new transmission and I switched to the 6 cylinder and like both. Lots of good features, but the price is starting get pricey.

Detail on High Rated Items

You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share. Shifter

Vehicle Satisfaction Ratings

Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior noise level while driving	4.
Engine sound	4.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Safety and visibility while driving	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
Wheels, rims, and tires appearance and styling	4.
What is your attitude overall towards your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
Is there anything about your new vehicle you would like to see changed?	Transmission shifter
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Clarity of sound	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.

About You

Vehicle quality	4.
Please indicate your highest education level	4 year college degree.
Please indicate the primary driver's age.	

About You

Secondary vehicle in your household:

What is your primary language?

Please tell us about the vehicle you replaced (if applicable)

Is this your first new vehicle ever purchased / leased?

Which, if any, influenced your purchase decision? (check all that apply):

Primary vehicle in your household:

Did you purchase or lease your vehicle?

Which of the following best describes the area you live in?

What year were you born?

Financing options

What is your average miles per gallon (MPG) with your vehicle?

Vehicle availability

Trade-in allowance

Dealership treatment

Vehicle styling

Please indicate your gender

What is your current marital status?

When considering this vehicle

Ability to test drive

Vehicle fuel economy

Vehicle performance

Please indicate your ethnicity

What price did you pay for your vehicle?

How many children 17 or under live in your household?

Price

Convenience of dealership location

Please indicate your occupation status.

What is your total household income (before taxes)?

Please indicate your occupation.

Chevrolet.

Secondary Household Vehicle: Purchased New.

Corvette.

2007.

English.

Jeep.

Replaced Vehicle: Purchased New.

Grand Cherokee.

2011.

No.

Previous experience with the vehicle/brand.

Dealer/Salesperson interaction.

Primary Household Vehicle: Purchased New.

Toyota.

Highlander.

2014.

Purchase.

Suburban.

1.

1.

19-20 mpg.

2.

4.

5.

5.

1.

1.

Test drive the vehicle.

Research online.

Visit the dealership.

4.

4.

5.

1.

48K

0.

3.

5.

1.

More than \$200,000.

1. or.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Other.

Overview

Would you recommend this vehicle to family or friends?

Which automotive publications do you subscribe to? (check all that apply)

Did you review the Printed User Guide?

Did you review the Owner's Information DVD?

Overall, how satisfied are you with the quality of your new vehicle?

If our team has any additional questions about your responses, would you accept further contact?

Have you taken the vehicle to a dealer to have your trouble corrected?

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Consumer Reports ratings.

No.

No.

Very satisfied.

Yes, by phone or e-mail.

No.

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Yes.

Other

Please describe the other trouble you experienced:

Everything is working the way it should, but I am not a fan of the new shift lever. You have to be careful when shifting into park that it actually gets there.

How often does this trouble occur?

Trouble occurs intermittently.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The terring systems quality is suspect. I had to replace the rack and pinion 3 times in 60,000 miles on my 2011 Jeep. If I have problems with this 2015 Jeep, I will change vehicles.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG4FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	02/03/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6022520050
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K028563225
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	290847913	Report Version	1	Open Date	03/29/2015
Close Date	04/09/2015	Narrative Date	04/10/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Welcome

Are you the primary driver of this vehicle?

Yes.

Please tell us how many miles are currently on your vehicle:

1,000-2,999.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG8FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/22/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6043521598
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K050563049
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	292163814	Report Version	2	Open Date	04/25/2015
Close Date	04/25/2015	Narrative Date	04/28/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Front appearance
Is there anything about your new vehicle you would like to see changed?	Transmission operation.
Transmission gear change performance (smoothness)	3.
Clarity of sound	4.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	5.
How was your purchasing experience (the dealer/dealership)?	1.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Integration with media players	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Brake responsiveness/effort	5.
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Climate control operation (function and ease of use)	3.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.

Overview

Please provide feedback on how Chrysler can improve the Printed User Guide	It should be more detailed.
Information in the Printed User Guide is easy to find and access	2 (disagree).
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Would you recommend this vehicle to family or friends?	Yes.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Smartphone Application covers the necessary features	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Printed User Guide covers the necessary features	1 (strongly disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	I am Happy with Jeep Grand Cherokee. Few features need to be updated. Overall the vehicle feels comfortable and safe. The vehicle and the Jeep brand is awesome, but the dealership experience is not a pleasant one.
The Smartphone Application format is easy to understand and use	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Hand brake/parking brake control is poorly located	
Additional Comments:	Parking brake should be made electronic rather than a separate foot pedal.
Why is the parking brake poorly located? (check all that apply):	The location of the hand brake/parking brake is uncomfortable. Parking brake is not effective. And if I miss to release the parking brake, it gives warning only once and allow to drive the car further without any more warnings. Also Parking brake should be made electronic rather than a separate foot pedal.
About You	
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Primary vehicle in your household:	2014. Jeep. Primary Household Vehicle: Purchased New. Grand Cherokee.
Ability to test drive	3.
Vehicle performance	3.
Vehicle fuel economy	3.
Primary vehicle you were considering:	BMW. 2014. Primary Considered Vehicle: New. X5.
Please tell us about the vehicle you replaced (if applicable)	Cadillac. 2012. Replaced Vehicle: Purchased New. SRX.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Interact with dealership by email. Interact with dealership by phone. Research online.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Automotive magazines. Price/Purchase Terms/Financing. Image that the vehicle portrays. Internet research. Lifestyle. Manufacturer's website. Value for the money. Consumer Reports ratings. Features/Capabilities.
Dealership treatment	3.
Vehicle quality	3.
Vehicle styling	3.
Price	5.
Convenience of dealership location	1.
Financing options	1.

About You	
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Trade-in allowance	4.
Vehicle availability	5.
Secondary vehicle in your household:	Accord. Honda. Secondary Household Vehicle: Purchased New.
Please indicate your ethnicity	
What is your primary language?	English.
Please indicate your highest education level	Graduate degree.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	
What is your current marital status?	
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Urban.
How many children 17 or under live in your household?	
Please indicate the primary driver's age.	
Please indicate your occupation status.	
Please indicate your occupation.	
Welcome	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.
Features and Controls	
Features and Controls	Driving Mode Selector. Heated Steering Wheel.
Controls and Switches	
Controls and Switches	Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Seats. Transmission and Drivetrain. Vehicle Exterior. Brake System. Features/Controls/Displays. Interior Climate Control.
Rear Cargo Shelf/Cargo Cover is difficult to use	
Please indicate why the rear cargo shelf/cargo cover is difficult to use (check all that apply):	Other (please describe). No height adjustment for the rear cargo door.
Head restraint adjustment controls are difficult to understand/use	
Please indicate which seat's head restraint controls are difficult to understand/use (check all that apply):	Passenger's side second row seat. Not able to remove the head rest to install the Child car seat properly. Driver's side second row seat. Not able to remove the head rest to install the Child car seat properly.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. Not able to remove the head rest to install the Child car seat properly.
Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located	
Please indicate which of the following best describes your concern (check all that apply):	Poor location. Heated seats and steering wheels should have a physical switch for easy operation rather than having them in the touch screen display.
Operation and Functionality	
Operation and Functionality	Rear Cargo Shelf/Cargo Cover is difficult to use.
Adjustments and Controls	
Adjustments and Controls	Recliner adjustment is broken/not working. Forward/backward adjustment controls are difficult to understand/use. Head restraint adjustment controls are difficult to understand/use.
What Can We Do Better?	
Feedback/Concerns:	Need to have good dealership for this wonderful vehicle.

What Can We Do Better?	
What has Chrysler done right?	Vehicle look and ride is incomparable. Happy with the Jeep Grand Cherokee.
Forward/backward adjustment controls are difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.
Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake control is poorly located.
Recliner adjustment is broken/not working	
Please indicate which seat has trouble (check all that apply):	Passenger's side second row seat. Does not have a feature to push the seat back. Driver's side second row seat. Does not have a feature to push the seat back.
Seat with trouble has:	Manual adjustment controls.
Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location	
Please indicate why the heated steering wheel is difficult to understand/use; controls in a poor location (check all that apply):	Controls are difficult to locate. Controls are hard to reach. It should be a single physical button rather than having it in the touchscreen display.
Seat belt latch/release controls are difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. No child seat latch available for rear center seat.
Please indicate which seat belt's controls are difficult to understand/use (check all that apply):	Center rear seat (if equipped). No child seat latch available for rear center seat.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Seat Belts	
Seat Belts	Seat belt latch/release controls are difficult to understand/use.
Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Easiest touchscreen interface.
Detail on Low Rated Items	
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	No transparency with the dealership experience. No proper customer update. Erroneous processing in the Finance department. No proper Explanation of the vehicles features.
Heated Steering Wheel	
Heated Steering Wheel	Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG0F0	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/25/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6285420232
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K295463346
Color	PBU	TRUE BLUE PEARL COAT					

Report Number		System Key	292691084	Report Version	1	Open Date	04/23/2015
Close Date	05/04/2015	Narrative Date	05/05/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Other.

Welcome	
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG5FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	02/14/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6031520177
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K044561828
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	292799480	Report Version	1	Open Date	05/06/2015
Close Date	05/06/2015	Narrative Date	05/07/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What price did you pay for your vehicle?	34k
Vehicle performance	5.
Please indicate your ethnicity	.
Please indicate your occupation status.	
When considering this vehicle	Interact with dealership by phone. Research online. Interact with dealership by email.
Please indicate your gender	.
What is your current marital status?	
Primary vehicle you were considering:	Primary Considered Vehicle: New. Wrangler Unlimited.
What year were you born?	
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Please indicate the primary driver's age.	
Which, if any, influenced your purchase decision? (check all that apply):	Dealer/Salesperson interaction. Vehicle test drive. Internet research. Lifestyle. Manufacturer's website. Previous experience with the vehicle/brand. Value for the money.
Is this your first new vehicle ever purchased / leased?	No.
Please tell us about the vehicle you replaced (if applicable)	2012.
Vehicle styling	4.
Vehicle availability	5.
Trade-in allowance	5.
Dealership treatment	5.
What is your primary language?	English.
Please indicate your occupation.	Other.
How many children 17 or under live in your household?	
Ability to test drive	2.
Please indicate your highest education level	4 year college degree.
Price	5.
Vehicle quality	5.
Vehicle fuel economy	5.
Did you purchase or lease your vehicle?	Purchase.

Entertainment/Navigation System/Connectivity

If known, please tell us your software version	8.3
Please choose your cell phone carrier	Sprint Nextel.
Please tell us your cell phone model	6

What Can We Do Better?

What has Chrysler done right?	Engine, transmission, acceleration, braking and handling, sound system, steering wheel controls, interior comfort, quiet ride.
Feedback/Concerns:	Not wild about the electronic shifter. Eco button seems to cause erratic shifting patterns and poor gas mileage. Electronics seem to have a mind of its on. U connect doesn't perform commands.

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

Hands-Free Phone / Bluetooth system voice activation doesn't recognize command	
Please indicate which words, if any, are constantly misrecognized:	Hands free does not recognize commands. Has difficulty finding correct numbers in phone phone book
Do you usually set HVAC vent direction toward ceiling?	No.
What button did you use?	Green hands free phone.
Hesitation or delay when shifting between gears	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	First thing in the morning, driving down residential street at low speed
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. 2nd Gear. 3rd Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	While driving on level roads.
Vehicle Satisfaction Ratings	
Integration with phones	2.
Headlight illumination/performance during night-time driving	2.
Support for popular music/video formats	3.
Overall audio, entertainment, and navigation system impression	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
How do you feel about the durability of your new vehicle?	4.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	Eco button doesn't do anything useful. Voice activation is unusable. U connect has taken a step backwards. Takes 5 minutes to get it to recognize who you want to call
Vehicle storage and space usage	2.
Ease of using system displays while driving	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What are your favorite parts of your new vehicle?	Driving experience
Overview	
Information on the DVD is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Printed User Guide covers the necessary features	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain for her, if applicable). Problems seem to be consistent with vehicle breaking period.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).

Overview	
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system phonebook does not work correctly. Hands-Free Phone / Bluetooth system is difficult to use.
Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears.
Hands-Free Phone / Bluetooth system phonebook does not work correctly	
Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?	I did, but it didn't address all my questions.
Please indicate which aspect of the phonebook does not work properly (check all that apply):	Phonebook in radio does not match phonebook in phone.
How often does this trouble occur?	Trouble occurs regularly.
Voice Activation / Recognition doesnt recognize command	
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When stating a name.
Voice Activation / Recognition finishes before completing a command	
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	When stating a name.
How often does this trouble occur?	Trouble occurs regularly.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Entertainment/Navigation System/Connectivity.
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I feel the fit, finish and the drive train are superior. Love the 8 speed. Paddle shifters are superfluous and I will never use them. I worry about the robustness of the electronics.
Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Hands-Free Phone / Bluetooth system is difficult to use	
Please indicate which system commands you were using at the time of trouble (check all that apply):	Satellite radio.
Please indicate why the hands-free phone / bluetooth system is difficult to use:	Voice commands are not recognized correctly. U one t to not responds to commands
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display: Other Concerns.
Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	Inconsistent shifting even with consistent pressure is applied.
Touchscreen Controls/Menu: Front Screen Display: Other Concerns	
Please describe the other trouble you experienced:	Touchscreen not responding in hot weather
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition finishes before completing a command.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG8FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	03/17/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6063511402
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K073563138
Color	PBU	TRUE BLUE PEARL COAT					

Report Number		System Key	293235528	Report Version	1	Open Date	05/13/2015
Close Date	05/13/2015	Narrative Date	05/14/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What price did you pay for your vehicle?	48000
Financing options	1.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle performance	3.
Please tell us about the vehicle you replaced (if applicable)	Grand Cherokee. Jeep. Replaced Vehicle: Purchased New. 2011.
When considering this vehicle	Visit the dealership. Interact with dealership by email. Research online.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	there wasn't another vehicle I was looking at
Convenience of dealership location	3.
Please indicate your highest education level	4 year college degree.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
How many children 17 or under live in your household?	0.
Price	3.
Ability to test drive	3.
Vehicle quality	3.
Vehicle fuel economy	3.
Please indicate the primary driver's age.	
Please indicate your occupation status.	
Please indicate your gender	
Which, if any, influenced your purchase decision? (check all that apply):	Image that the vehicle portrays. Lifestyle. Kelley Blue Book. Previous experience with the vehicle/brand. Jeep. Grand Cherokee. Professional Specialty.
Primary vehicle in your household:	
Please indicate your occupation.	
Vehicle availability	3.
Trade-in allowance	3.
Dealership treatment	3.
Vehicle styling	3.
Please indicate your ethnicity	

Vehicle Satisfaction Ratings

Integration with phones	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Integration with media players	4.
Interior noise level while driving	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Safety and visibility while driving	5.

Vehicle Satisfaction Ratings	
Engine performance during acceleration	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Engine sound	5.
Fuel economy and driving range	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What are your favorite parts of your new vehicle?	interior color, wood grain steering wheel
Ease of getting into and out of vehicle	3.
Transmission gear change performance (smoothness)	3.
Seat adjustment and comfort	4.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Climate control operation (function and ease of use)	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	no cd player in dash! takes up too much room in the console
How was your purchasing experience (the dealer/dealership)?	4.
Overall audio, entertainment, and navigation system impression	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Overview	
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please provide feedback on how Chrysler can improve the DVD	I don't like the DVD. I'd rather have a printed owner's manual
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please rate your overall level of satisfaction with the DVD	2 (dissatisfied).
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Please explain further about your choice to recommend your vehicle:	this is my second jeep, love hem
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Exterior moldings/trim pieces loose/misaligned/falling off	
Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):	<input type="checkbox"/> Passenger's side rear door. weather strip was folded in <input type="checkbox"/> Passenger's side front door. weather strip was folded in
Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:	<input type="checkbox"/> Exterior molding/trim is poorly aligned or fitted.
Approximate mileage when trouble was first noticed was:	<input type="checkbox"/> 0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	<input type="checkbox"/> At delivery.

Memory Seat controls are broken/not working	
To the best of your recollection, the trouble was first noticed:	<input type="checkbox"/> Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	<input type="checkbox"/> never has worked
How often does this trouble occur?	<input type="checkbox"/> Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	<input type="checkbox"/> 0 - 1499 miles.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	<input type="checkbox"/> no cd player in dash, there is room to put it there. memory seat controls don't work, have to go back to the dealer to get it fixed

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	<input type="checkbox"/> Seats. <input type="checkbox"/> Vehicle Exterior.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	<input type="checkbox"/> Exterior moldings/trim pieces loose/misaligned/falling off.

Welcome	
Are you the primary driver of this vehicle?	<input type="checkbox"/> Yes.
Please tell us how many miles are currently on your vehicle:	<input type="checkbox"/> 1,000-2,999.

Adjustments and Controls	
Adjustments and Controls	<input type="checkbox"/> Memory Seat controls are broken/not working.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG2FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/06/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6024521635
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K034561178
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	294404911	Report Version	1	Open Date	06/04/2015
Close Date	06/04/2015	Narrative Date	06/05/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	3,000-4,999.

About You

What price did you pay for your vehicle?	40000
What year were you born?	Delaware
Secondary vehicle in your household:	2011.
	Mercedes-Benz.
	SL-Class.
	Secondary Household Vehicle: Purchased New.
	2014.
	Grand Cherokee.
	Jeep.
	Replaced Vehicle: Purchased Used.
Please indicate your occupation status.	Employed.
Primary vehicle you were considering:	Explorer.
	2014.
	Ford.
	Primary Considered Vehicle: New.
What is your current marital status?	
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Price	4.
How many children 17 or under live in your household?	0.
Ability to test drive	3.
Vehicle fuel economy	3.
Vehicle performance	4.
Please indicate your gender	
Which of the following best describes the area you live in?	Rural.
Please indicate your occupation.	
Convenience of dealership location	3.
Trade-in allowance	4.
Dealership treatment	4.
Vehicle quality	4.
Vehicle availability	5.
Vehicle styling	5.
Please indicate your ethnicity	
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities.
	Previous experience with the vehicle/brand.
	Internet research.
	Manufacturer?s website.
Did you purchase or lease your vehicle?	Purchase.
Financing options	1.
Please indicate your highest education level	4 year college degree.
Please indicate the primary driver's age.	
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Gear shifing
Ride quality	5.

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
What are your favorite parts of your new vehicle?	Nav System
Clarity of sound	5.
Appearance of exterior paint	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Integration with phones	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards the BRAND of your new car?	5.
Brake responsiveness/effort	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. HARD FINE WITCH GEAR I AM IN

Overview	
Printed User Guide covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.

Overview

Would you recommend this vehicle to family or friends?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Automatic Transmission

Automatic Transmission

Shift between gears is rough/harsh under normal driving conditions.

Gear selector is difficult to operate (auto. trans.).

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Transmission and Drivetrain.

Other.

Shift between gears is rough/harsh under normal driving conditions

How often does this trouble occur?

Trouble occurs intermittently.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Going into which gear/gears does the trouble occur? (check all that apply)

2nd Gear.

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):

Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):

Normal acceleration.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBT6FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/26/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6062510990
Transmission	DFK	8-SPD AUTO 8HP70 TRANS (BUY-US)				Serial#	N083561344
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	296515282	Report Version	1	Open Date	07/02/2015
Close Date	07/02/2015	Narrative Date	07/03/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What price did you pay for your vehicle? 43500

Trade-in allowance 1.

How many children 17 or under live in your household?

Vehicle fuel economy 4.

Ability to test drive 5.

Please indicate your ethnicity .

Which, if any, influenced your purchase decision? (check all that apply):

Edmunds.

On-Line blogs or forums.

Kelley Blue Book.

Previous experience with the vehicle/brand.

Primary vehicle in your household: ES 300.

2002.

Lexus.

Primary Household Vehicle: Purchased Used.

Please indicate your occupation.

Primary vehicle you were considering: Primary Considered Vehicle: Used.

Grand Cherokee.

Jeep.

2012.

When considering this vehicle Research online.

Visit the dealership.

Secondary vehicle in your household: Secondary Household Vehicle: Purchased Used.

2008.

Chevrolet.

Corvette.

Suburban.

Which of the following best describes the area you live in?

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle. no V8 available in a used JGC

What is your average miles per gallon (MPG) with your vehicle? 16-18 mpg.

Vehicle performance 5.

Please indicate your gender

What is your current marital status?

What year were you born?

Price 3.

Convenience of dealership location 5.

Please indicate the primary driver's age.

Please indicate your occupation status.

Please tell us about the vehicle you replaced (if applicable)

Grand Cherokee.

Jeep.

2002.

Replaced Vehicle: Purchased New.

What is your total household income (before taxes)? More than \$200,000.

Is this your first new vehicle ever purchased / leased? No.

Financing options 3.

Vehicle styling 4.

Please indicate your highest education level 4 year college degree.

Vehicle availability 5.

Dealership treatment 5.

Vehicle quality 5.

About You	
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Detail on Low Rated Items	
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	I am not used to 8 speed. Shifts are jumpy under normal acceleration. It doesn't bother me too much, but I do notice it.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Seats (leather) are hard and not formed around me at all.
What Can We Do Better?	
What has Chrysler done right?	Interior, other than the seats. Style. Ride.
Feedback/Concerns:	Smooth out the tranny shifts. Tactile shifter. Smaller/lower side mirrors. Softer seats.
Detail on High Rated Items	
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Nav does not listen to me when trying to stop the nav.
Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	seat comfort, side mirror, gear selector, tranny smoothness
How was your purchasing experience (the dealer/dealership)?	2.
Interior comfort, design and appearance of interior (overall impression)	3.
Engine performance during acceleration	3.
Overall audio, entertainment, and navigation system impression	4.
Vehicle storage and space usage	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Integration with phones	5.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What are your favorite parts of your new vehicle?	rear view camera
Transmission gear change performance (smoothness)	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Engine sound	3.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Seat adjustment and comfort	2.
Safety and visibility while driving	2.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Fuel economy and driving range	4.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Steering wheel adjustment	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Engine exhaust sound	3.
How do you feel about the VALUE of your new car? (i.e.	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Other (please describe).
Please describe conditions when this trouble occurs:	When I am in a hurry (always)

Gear selector is difficult to operate (auto. trans.)	
Additional Comments:	I am used to a tactile feedback shifting a conventional shifter.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. I have found myself drifting in N when I thought I was in P
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Overview	
Printed User Guide covers the necessary features	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Please explain further about your choice to recommend your vehicle:	Vision to the left is obscured by the side mirror for a short person. My 2002 JGC WJ was better. The mirror does not need to be that big.
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Shift between gears is rough/harsh under normal driving conditions	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. jumpy not smooth
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. not smooth jumpy 2nd Gear. not smooth
Additional Comments:	I am not familiar yet with the 8 speed tranny but it is not smooth. The Jeep GC is more luxury than utility and I am a little disappointed.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Vehicle Exterior.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	0-999.
Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCT0FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	04/16/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6083511602
Transmission	DFK	8-SPD AUTO 8HP70 TRANS (BUY-US)				Serial#	N102588836
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	297047750	Report Version	1	Open Date	07/10/2015
Close Date	07/10/2015	Narrative Date	07/13/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What price did you pay for your vehicle?	48,000
Convenience of dealership location	3.
Financing options	3.
Vehicle fuel economy	3.
Trade-in allowance	4.
Dealership treatment	4.
Please indicate the primary driver's age.	
Please indicate your occupation status.	.
What is your primary language?	English.
Which, if any, influenced your purchase decision? (check all that apply):	Internet research. NHTSA or IIHS safety ratings. Value for the money. Vehicle test drive. Consumer Reports ratings. Dealer/Salesperson interaction. Edmunds. Features/Capabilities. Kelley Blue Book. Previous experience with the vehicle/brand.
Please indicate your gender	
What is your current marital status?	.
Is this your first new vehicle ever purchased / leased?	No.
Secondary vehicle you were considering:	Q7. Audi. Secondary Considered Vehicle: New.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Jeep. 2011. Grand Cherokee.
Please indicate your occupation.	Other.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. 2011. Buick. Enclave.
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Love Jeeps, I owned a Grand Cherokee since 1995
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Price	3.
Ability to test drive	3.
Vehicle performance	5.
What is your total household income (before taxes)?	\$125,000 - \$149,999.
How may children 17 or under live in your household?	
Vehicle availability	3.
Please indicate your highest education level	4 year college degree.
Vehicle quality	5.
Vehicle styling	5.

About You

Please indicate your ethnicity

██████████

Did you purchase or lease your vehicle?

Purchase.

Which of the following best describes the area you live in?

Suburban.

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:

Park to reverse and sometimes from drive to park

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Why is the gear selector difficult to operate?

Other (please describe).

To the best of your recollection, the trouble was first noticed:

At delivery.

Going into which position is the gear selector difficult to operate? (check all that apply):

Reverse (R). This new gear selector is easy to skip past reverse and into neutral. Since it doesn't have direct linkage and is "by wire", there isn't the same feel of shifting through gears and making a link to the next gear. I feel it more going from park to drive, but it slides to neutral through reverse more times than not. It may be a matter of getting used to it, but I haven't been happy with it so far. Otherwise the new eight speed transmission is much more responsive than previous models.

How often does this trouble occur?

Trouble occurs regularly.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?

Transmission gear shifter

Ease of using system displays while driving

5.

Navigation system route accuracy

5.

Exterior design and appearance (overall impression)

5.

Headlight illumination/performance during night-time driving

5.

Interior comfort, design and appearance of interior (overall impression)

5.

Seat adjustment and comfort

5.

Steering wheel adjustment

5.

Safety and visibility while driving

5.

Engine performance during acceleration

5.

Engine exhaust sound

5.

What is your attitude overall towards the BRAND of your new car?

5.

Rear view styling (rear fascia, bumper)

4.

Overall audio, entertainment, and navigation system impression

5.

Integration with phones

5.

Head/leg/foot room

5.

Operating controls while driving (gear selector, turn signals, horn, etc.)

5.

Location and usefulness of interior lighting

5.

Climate control operation (function and ease of use)

5.

Steering and handling (responsiveness, stability)

5.

How do you feel about the durability of your new vehicle?

5.

How do you feel about the VALUE of your new car? (i.e.

5.

What are your favorite parts of your new vehicle?

Everything else

Integration with media players

4.

Wheels, rims, and tires appearance and styling

4.

Clarity of sound

5.

Front view styling (front fascia, hood, grille, headlight area)

5.

Vehicle storage and space usage

5.

Brake responsiveness/effort

5.

How was your purchasing experience (the dealer/dealership)?

5.

What is your attitude overall towards your new car?

5.

Support for popular music/video formats

5.

Appearance of exterior paint

5.

Side/profile view styling (driver's side or passenger's side exterior area)

5.

Ease of getting into and out of vehicle

5.

Interior noise level while driving

5.

Engine sound

5.

Transmission gear change performance (smoothness)

5.

Fuel economy and driving range

5.

Difficult driving conditions (adverse weather, off-road)

5.

Ride quality

5.

Welcome

Please tell us how many miles are currently on your vehicle:

0-999.

Are you the primary driver of this vehicle?

Yes.

Overview

Overview	
Smartphone Application covers the necessary features	4 (agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
The Smartphone Application format is easy to understand and use	4 (agree).
Printed User Guide covers the necessary features	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please explain further about your choice to recommend your vehicle:	Great looking car. Versatile for getting through bad weather, rough terrain or everyday driving. Smooth, powerful engine. Luxurious interior with all the bells and whistles.
Information in the Smartphone Application is easy to find and access	4 (agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
What Can We Do Better?	
What has Chrysler done right?	Everything else!
Feedback/Concerns:	Transmission gear shifter could be a problem for some when you don't have a feel of being in the correct gear, especially when you need to make quick shifts from forward to reverse or vice versa.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG9FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	03/04/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6052510618
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K060561337
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	297047554	Report Version	1	Open Date	07/10/2015
Close Date	07/10/2015	Narrative Date	07/13/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

No Concerns

Please explain further about your choice to recommend your vehicle:	still new...only 1200 miles but so far I like the vehicle
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). none
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery. vehicle came without license late bracket. and a large screw found under seat and floor under seat up
Did you review the Owner's Information DVD?	No.

About You

How may children 17 or under live in your household?	
Primary vehicle in your household:	2014. Santa Fe. Hyundai.
Convenience of dealership location	3.
What year were you born?	
Vehicle performance	2.
Vehicle fuel economy	2.
Price	5.
Please indicate your occupation.	Executive / Managerial.
Primary vehicle you were considering:	Hyundai. Primary Considered Vehicle: New. Santa Fe.
Please indicate your gender	
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership.
What price did you pay for your vehicle?	43,000
Vehicle styling	2.
Please indicate your highest education level	2 year college degree.
Please tell us about the vehicle you replaced (if applicable)	2013. Highlander. Replaced Vehicle: Purchased New. Toyota.
Trade-in allowance	5.
Which, if any, influenced your purchase decision? (check all that apply):	Dealer/Salesperson interaction. Vehicle test drive. Internet research.
What is your current marital status?	Single / never married.
Vehicle quality	3.
Secondary vehicle you were considering:	Ford. Secondary Considered Vehicle: New. Edge.
Please indicate your occupation status.	Retired.

About You	
Financing options	2.
Ability to test drive	3.
Dealership treatment	4.
Vehicle availability	5.
Please indicate your ethnicity	
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Urban.

Vehicle Satisfaction Ratings	
Support for popular music/video formats	3.
Safety and visibility while driving	3.
Engine performance during acceleration	3.
Transmission gear change performance (smoothness)	3.
Difficult driving conditions (adverse weather, off-road)	3.
Ease of using system displays while driving	3.
Rear view styling (rear fascia, bumper)	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	3.
Engine sound	3.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Integration with phones	4.
Appearance of exterior paint	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Fuel economy and driving range	4.
Is there anything about your new vehicle you would like to see changed?	the 4X4 system..
Vehicle storage and space usage	2.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Headlight illumination/performance during night-time driving	3.
Seat adjustment and comfort	3.
Steering wheel adjustment	3.
Engine exhaust sound	3.
What is your attitude overall towards the BRAND of your new car?	3.
Clarity of sound	4.
Brake responsiveness/effort	4.
Head/leg/foot room	5.
What is your attitude overall towards your new car?	5.
Front view styling (front fascia, hood, grille, headlight area)	3.
Wheels, rims, and tires appearance and styling	3.
Climate control operation (function and ease of use)	3.
How was your purchasing experience (the dealer/dealership)?	3.
Overall audio, entertainment, and navigation system impression	4.
Steering and handling (responsiveness, stability)	4.
What are your favorite parts of your new vehicle?	comfort, hydraulics, camera, snroof
Ride quality	3.
Exterior design and appearance (overall impression)	5.
Interior comfort, design and appearance of interior (overall impression)	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.

Customer Complaint Report

VIN	1C4RJFBG1F0	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	04/06/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	K048510375
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K093561094
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	297967248	Report Version	1	Open Date	07/21/2015
Close Date	07/21/2015	Narrative Date	07/22/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What price did you pay for your vehicle? \$47,000

What is your total household income (before taxes)? \$100,000 - \$124,999.

Vehicle fuel economy 4.

Price 5.

Ability to test drive 5.

Which, if any, influenced your purchase decision? (check all that apply):

- Consumer Reports ratings.
- Features/Capabilities.
- Lifestyle.
- Dealer/Salesperson interaction.
- Dealership information.
- Vehicle test drive.

Primary vehicle you were considering:

- Edge.
- Ford.
- 2015.
- Primary Considered Vehicle: New.

What is your primary language? English.

Please indicate your highest education level Graduate degree.

Did you purchase or lease your vehicle? Purchase.

Which of the following best describes the area you live in? Suburban.

Please indicate your occupation.

When considering this vehicle

- Test drive the vehicle.
- Visit the dealership.
- Research online.

What year were you born?

Convenience of dealership location 3.

Financing options 3.

Vehicle availability 4.

Trade-in allowance 5.

Dealership treatment 5.

Vehicle quality 5.

Vehicle styling 5.

Please tell us about the vehicle you replaced (if applicable)

- Jetta Sedan.
- Replaced Vehicle: Purchased New.
- 2010.
- Volkswagen.

Is this your first new vehicle ever purchased / leased? No.

How many children 17 or under live in your household? 1-2.

What is your average miles per gallon (MPG) with your vehicle? 19-20 mpg.

Please indicate the primary driver's age.

Vehicle performance 5.

Please indicate your ethnicity.

Please indicate your occupation status.

Please indicate your gender.

What is your current marital status?

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

It shifts hard from 1st to 2nd gear. The shifter is too smooth. It's hard to tell what position it's in, ie., I have a hard time shifting from Park to Reverse. I seem to always slide right by Reverse. I have to look to make sure, so it's just annoying/inconvenient.

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	shifter
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Difficult driving conditions (adverse weather, off-road)	3.
Ease of using system displays while driving	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Appearance of exterior paint	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	Color, luxury, navigation, DVDs
Transmission gear change performance (smoothness)	2.
Clarity of sound	4.
Integration with media players	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Safety and visibility while driving	4.
Fuel economy and driving range	4.
Support for popular music/video formats	5.
Engine sound	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
Integration with phones	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Engine performance during acceleration	4.
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

What Can We Do Better?	
Feedback/Concerns:	The only thing I don't like is the shifter. It's so easy to shift that you aren't sure if your in Drive, Neutral, Reverse. It's hard to just shift from park to reverse. I always go past it.
What has Chrysler done right?	Everything else.

Overview	
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	4 (agree).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). Called Assist and they helped me
Printed User Guide covers the necessary features	4 (agree).
Please provide feedback on how Chrysler can improve the Printed User Guide	Tabbed sections
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity.
----------------------------	--

Rear seat entertainment headphones are broken/not working

Please indicate which headphone function is broken/not working (check all that apply):	Headphone volume control does not work. We had wrong headphone connected to the seat number. Headphone 1 to seat 2. Easy fix.
--	---

Rear Seat Entertainment

Rear Seat Entertainment	Rear seat entertainment headphones are broken/not working.
-------------------------	--

Entertainment/Navigation System/Connectivity

Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	Apple.
Please tell us your cell phone model	5s

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
--	-----

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBM1FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	05/26/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				Serial#	C112536537
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M089595700
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	298716755	Report Version	1	Open Date	07/29/2015
Close Date	07/29/2015	Narrative Date	07/30/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Fuel consumption is worse than expected

What type of fuel do you most often put into your vehicle?	Diesel.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	No.
Are you using your vehicle for towing when the problem occurs?	No.
Where do you do most of your driving?	Combination of city/highway driving.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Not meeting published MPG's at all (28 highway and 24 city) Currently averaging 26 higway 19 city. I reset mpg every fill up and monitor during trip. Also use cruise control as much as possible and am "light" on the throttle.
Please describe conditions when this trouble occurs:	normal drive Highway and city

Vehicle exhibits poor traction on sand

Trouble occurs under these surface conditions (check all that apply):	Downhill. Uphill. Level Ground. Sideslope. Bumpy or uneven surface.
Trouble occurs at these speeds (check all that apply):	When driving at low speeds (11-20 MPH). When driving at medium speeds (>20 MPH). When driving at very low speeds (0-10 MPH). All speeds.
Please indicate the nature of the traction issue you experienced	The vehicle does not seem to be able to make the most of the available grip of the surface. Traction control is off but bogs when wheels spin. sport mode helps My vehicle seems to suffer from wheel hop or vibration. in all modes suspension pops and grinds on any bump The reaction of the traction systems on the car is not what I expected.
Please indicate how severe the issue is:	The traction systems on the car are slower to react than I expected. see above
How often does this trouble occur?	Much worse than expected. Bogs down when wheels spin shifting to higher gear- sport mode helps to hold gear Trouble occurs regularly.

It is difficult to control the vehicle speed when driving on sand

Trouble occurs under these surface conditions (check all that apply):	Downhill. Sideslope. Uphill. Level Ground. Bumpy or uneven surface.
Please indicate how severe the issue is:	Much worse than expected.
Trouble occurs at these speeds (check all that apply):	All speeds.
How often does this trouble occur?	Trouble occurs regularly.

Transmission and shifting are troublesome while driving on sand

Trouble occurs under these surface conditions (check all that apply):	Downhill. Sideslope. Uphill. Level Ground. Bumpy or uneven surface.
Please indicate the nature of the transmission/shifting issue you experienced	The transmission shift strategy does not meet my expectation (automatic only).
How often does this trouble occur?	Trouble occurs regularly.

Transmission and shifting are troublesome while driving on sand

Please indicate how severe the issue is:

Much worse than expected.

About You

Secondary vehicle you were considering:

Explorer.
2015.
Ford.
Secondary Considered Vehicle: New.
Male.

Please indicate your gender

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

ecodiesel

Financing options

1.

What is your average miles per gallon (MPG) with your vehicle?

21-22 mpg.

What is your current marital status?

Single / never married.

Please tell us about the vehicle you replaced (if applicable)

Tacoma.
1998.
Replaced Vehicle: Purchased Used.
Toyota.

Primary vehicle you were considering:

Tacoma.
Toyota.
2015.
Primary Considered Vehicle: New.

Convenience of dealership location

1.

Trade-in allowance

1.

Primary vehicle in your household:

2014.
Primary Household Vehicle: Purchased New.
Hyundai.
Accent.

Vehicle styling

4.

Please indicate your highest education level

4 year college degree.

What is your primary language?

English.

Which of the following best describes the area you live in?

Suburban.

Please indicate your occupation.

Please indicate the primary driver's age.

Is this your first new vehicle ever purchased / leased?

Yes.

Please indicate your occupation status.

How many children 17 or under live in your household?

0.

Price

1.

Ability to test drive

1.

Vehicle quality

3.

Vehicle performance

4.

What price did you pay for your vehicle?

46,000

What is your total household income (before taxes)?

\$100,000 - \$124,999.

Vehicle availability

1.

Dealership treatment

1.

Which, if any, influenced your purchase decision? (check all that apply):

Features/Capabilities.

Did you purchase or lease your vehicle?

Purchase.

When considering this vehicle

Research online.

Vehicle fuel economy

5.

Please indicate your ethnicity

.

Paint blemish/dirt in paint/foreign material under surface

Please indicate the location of the paint issue (check all that apply):

Hood. Paint flaw in hood from factory - Dealership repainted delaying delivery

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

To the best of your recollection, the trouble was first noticed:

At delivery.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Off-Road.
Interior Trim/Storage/Windows.
Vehicle Exterior.
Engine.
Transmission and Drivetrain.

Vehicle exhibits poor ride when driving on rocks/inclines/boulders/very rough terrain	
Please indicate how poorly the vehicle performed:	Ride is somewhat worse than expected. Ride is fine but popping and grinding sound from suspension on every bump
Trouble occurs at these speeds (check all that apply):	All speeds.
Trouble occurs under these surface conditions (check all that apply):	Bumpy or uneven surface. Downhill. Sideslope. Uphill.

Vehicle Satisfaction Ratings	
Appearance of exterior paint	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Ease of getting into and out of vehicle	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
Headlight illumination/performance during night-time driving	5.
Interior noise level while driving	5.
Safety and visibility while driving	5.
What are your favorite parts of your new vehicle?	Ecodiesel, seats,
Overall audio, entertainment, and navigation system impression	3.
Vehicle storage and space usage	3.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Clarity of sound	4.
Integration with media players	4.
Is there anything about your new vehicle you would like to see changed?	Gear/transmission selection/off road selection
Fuel economy and driving range	2.
Front view styling (front fascia, hood, grille, headlight area)	3.
Wheels, rims, and tires appearance and styling	3.
Climate control operation (function and ease of use)	3.
Head/leg/foot room	4.
Engine sound	4.
Steering and handling (responsiveness, stability)	4.
Rear view styling (rear fascia, bumper)	5.
Location and usefulness of interior lighting	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
Ease of using system displays while driving	3.
Support for popular music/video formats	3.
Difficult driving conditions (adverse weather, off-road)	3.
Integration with phones	4.
Exterior design and appearance (overall impression)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
How was your purchasing experience (the dealer/dealership)?	1.
What is your attitude overall towards the BRAND of your new car?	3.
What is your attitude overall towards your new car?	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Brake responsiveness/effort	5.

4WD Controls	
4WD Controls	4WD selector works properly, but is difficult to operate/is in a poor location.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	Ecodiesel not performing in MPG's as expected. Off road capability not as expected...would have gone with the tacoma
Would you recommend this vehicle to family or friends?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	Have not referenced the owner's manual because there is no computer / DVD player available to view the information. NEED PAPER MANUAL WITH VEHICLE...ITS A \$50,000 VEHICLE AND A BOOK COST YOU \$5 BUCKS...NEED PAPER...OFF ROAD NO COMPUTER AVAILABLE
Have you requested a paper version of the owner manual?	No.
Detail on Low Rated Items	
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	Speecal order jeep : Communicaiton sub par, and overall a dissapointment. would have gone with someone else
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). Often hit neutral trying to find drive Reverse (R). Often go into park or neutral trying to find reverse Operation of gear selector is confusing/doesn't make sense.
Why is the gear selector difficult to operate?	Every drive
Please describe conditions when this trouble occurs:	0 - 1499 miles.
Approximate mileage when trouble was first noticed was:	Would prefer the controls like the dodge ram (selection wheel). The gear select stick lags and its difficult to get the desired gear.
Additional Comments:	Trouble occurs regularly.
How often does this trouble occur?	At delivery.
To the best of your recollection, the trouble was first noticed:	
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Vehicle Performance driving on Sand	
Vehicle Performance driving on Sand	It is difficult to control the vehicle speed when driving on sand. Transmission and shifting are troublesome while driving on sand. Vehicle exhibits poor traction on sand.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
4WD selector works properly, but is difficult to operate/is in a poor location	
Additional Comments:	although 4x4 is always on the selection of terrain and 4 low/high takes way to long. Also the sand setting is good in theory but the transmission bogs down when the wheels start spinning and shifts to higher gear and you get stuck. in sport mode this problem is alleviated because it holds the gear your in and powers through
Please indicate which of the following best describes your concern (check all that apply):	Difficult to operate.
What Can We Do Better?	
What has Chrysler done right?	Diesel enging: although not getting MPG's as expected I still like it.
Engine Fuel Consumption	
Engine Fuel consumption	Fuel consumption is worse than expected.
Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Paint blemish/dirt in paint/foreign material under surface.
Vehicle Performance driving on Rocks / Boulders / Inclines / Very Rough Terrain	
Vehicle Performance driving on Rocks / Boulders / Inclines / Very Rough Terrain	Vehicle exhibits poor ride when driving on rocks/inclines/boulders/very rough terrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG8FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/31/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6295420191
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K301461469
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	299893320	Report Version	1	Open Date	08/10/2015
Close Date	08/10/2015	Narrative Date	08/11/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Secondary vehicle you were considering:	2015. Explorer. Secondary Considered Vehicle: New.
What price did you pay for your vehicle?	Ford. 40,000
Secondary vehicle in your household:	Ram 2500. Dodge.
Please indicate your gender	Female.
Please indicate your highest education level	High school degree / GED.
How may children 17 or under live in your household?	0.
Price	3.
Vehicle quality	3.
Convenience of dealership location	5.
Please tell us about the vehicle you replaced (if applicable)	2010. Edge. Ford. Replaced Vehicle: Purchased New.
Please indicate the primary driver's age.	
Please indicate your occupation status.	
Vehicle performance	3.
Primary vehicle you were considering:	Acadia. Primary Considered Vehicle: New.
	2015. GMC.
When considering this vehicle	Visit the dealership. Test drive the vehicle. Interact with dealership by phone. Research online. Interact with dealership by email.
Financing options	1.
Is this your first new vehicle ever purchased / leased?	No.
Did you purchase or lease your vehicle?	Purchase.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Primary vehicle in your household:	GMC. Sierra 1500 Classic.
Trade-in allowance	3.
Dealership treatment	3.
Please indicate your ethnicity	
What is your current marital status?	
Vehicle fuel economy	3.
Vehicle styling	3.
Please indicate your occupation.	
Which of the following best describes the area you live in?	Suburban.
Vehicle availability	4.
What is your primary language?	English.
Ability to test drive	3.
Which, if any, influenced your purchase decision? (check all that apply):	Other (please describe). Wanted to buy a vehicle in the town where i live

Vehicle Satisfaction Ratings

Vehicle Satisfaction Ratings	
Ease of getting into and out of vehicle	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Clarity of sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
Wheels, rims, and tires appearance and styling	3.
Rear view styling (rear fascia, bumper)	4.
What is your attitude overall towards the BRAND of your new car?	3.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Vehicle storage and space usage	3.
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Steering wheel adjustment	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
What is your attitude overall towards your new car?	2.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Is there anything about your new vehicle you would like to see changed?	The thickness of the steering wheel
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Ease of using system displays while driving	3.
Steering and handling (responsiveness, stability)	3.
Integration with phones	4.
Interior noise level while driving	4.
Ride quality	4.
How do you feel about the VALUE of your new car? (i.e.	3.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Engine exhaust sound	4.
Engine sound	4.

Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Please describe conditions when this trouble occurs:	It's the design, not a problem with the car
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). To much movement Park (P). To much movement Reverse (R). To much movement

Overview	
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). It's the design of the vehicle
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Please explain further about your choice to recommend your vehicle:	It's a very nice vehicle but the steering wheel is much too thick. Very difficult to hold, must continually stretch my hands, would dread driving the vehicle longer than 30 miles at a stretch.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Transmission and Drivetrain.
Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Very annoying gear selector. Go back to the standard selection...lock into place gear selector
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Again with the hickness of the steering wheel.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG7FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	12/19/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6347410905
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K352463012
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	306090459	Report Version	1	Open Date	10/14/2015
Close Date	10/14/2015	Narrative Date	10/15/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	gear shift is a huge pain.
What are your favorite parts of your new vehicle?	heated seat & steering wheel
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Ease of using system displays while driving	3.
Integration with media players	3.
Navigation system route accuracy	3.
Fuel economy and driving range	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Steering wheel adjustment	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Brake responsiveness/effort	4.
Difficult driving conditions (adverse weather, off-road)	4.
What is your attitude overall towards your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Clarity of sound	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards the BRAND of your new car?	5.

Other

Please describe the other trouble you experienced:	I hate gear shift. It sticks. Then I have to bang it forward and backward to get the right gear. In the dark you can not tell if you are in park. This could cause a runaway vehicle ..or run someone over if they got out.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

What Can We Do Better?

Feedback/Concerns:	menu buttons to easily pushed by mistake when turning or while getting in or out then too hard to clear everything hit by mistake.
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What Can We Do Better?	
What has Chrysler done right?	nice tv screens . comfortable
Overview	
Please explain further about your choice to recommend your vehicle:	wish it got better fuel /mileage
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you requested a paper version of the owner manual?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	Other (please describe). an idiot designed it so it would not be in owners manual
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	wonderful service department.
About You	
How may children 17 or under live in your household?	█
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Primary vehicle in your household:	1997. F-350 Crew Cab. Ford. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	2001. F-150 SuperCrew. Ford. Secondary Household Vehicle: Purchased New.
Please tell us about the vehicle you replaced (if applicable)	2011. Grand Cherokee. Jeep. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	2015. Audi. Primary Considered Vehicle: New. Q7.
Secondary vehicle you were considering:	2015. Cayenne. Porsche. Secondary Considered Vehicle: New.
Trade-in allowance	3.
Price	4.
Vehicle fuel economy	4.
Vehicle availability	5.
Convenience of dealership location	5.
Ability to test drive	5.
Dealership treatment	5.
Vehicle quality	5.
Vehicle performance	5.
Vehicle styling	5.
Please indicate your ethnicity	█
Which, if any, influenced your purchase decision? (check all that apply):	Dealer/Salesperson interaction. Previous experience with the vehicle/brand.
Please indicate your occupation status.	█ d.
What is your primary language?	English.
Please indicate your gender	█
What is your current marital status?	█
Is this your first new vehicle ever purchased / leased?	No.

About You

Please indicate your occupation.

Other.

Please indicate your highest education level

Other (please specify). some college

Did you purchase or lease your vehicle?

Purchase.

Which of the following best describes the area you live in?

Rural.

When considering this vehicle

Visit the dealership.

Welcome

Please tell us how many miles are currently on your vehicle:

More than 10,000.

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

No.

Are you the primary driver of this vehicle?

Yes.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Other.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG3FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	08/20/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6209520033
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K225561680
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	306626575	Report Version	1	Open Date	10/20/2015
Close Date	10/20/2015	Narrative Date	10/21/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Other (please explain in Additional Comments box below). The automatic shifter can be difficult to get in the correct gear, especially during activities like parallel parking

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG0E0	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/22/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6278310996
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K291363299
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	307430848	Report Version	1	Open Date	10/28/2015
Close Date	10/28/2015	Narrative Date	10/29/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Overview

Which automotive publications do you subscribe to? (check all that apply)	Auto Week. Car and Driver.
Were the trouble(s) repaired or explained?	Fully.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. Bought from Cherry Hill Jeep, NJ, horrible sleazy experience
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	Hate the ECO button. Have to turn off EVERY time I get in car
How many visits did you make to the dealer?	2 visits.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). the shifter is HORRIBLE. Hard to get in gear and the display is not trustworthy. There will be an accident with this car and I'm coming after Chrysler when it happens Park (P). sometimes shows in Park, but actually in reverse. Once the car drove across a parking lot. Another time into a building. Unmanned
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	My dealer told me everybody is complaining. I sent an e-mail to Chrysler that went unanswered
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

About You

What is your primary language?	English.
Please indicate your gender	
Please indicate your highest education level	PhD.
Did you purchase or lease your vehicle?	Purchase.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.

Automatic Transmission

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
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Features/Controls/Displays Components

Features/Controls/Displays Components	Instrument panel/dashboard components.
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Vehicle Issues/Things Gone Wrong

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Transmission and Drivetrain.
Instrument panel/dashboard components	
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	Under \$100.
When was the replacement made on your vehicle?	9-12 months into ownership.
Other Components	
Other Components	Other component(s) replaced (not listed previously).
Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	30,000-39,999.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	shifter and ECO button
Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	should have a CD player

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG9FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	05/30/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6143520384
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K146563165
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number		System Key	307566457	Report Version	1	Open Date	10/29/2015
Close Date	10/29/2015	Narrative Date	10/30/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What year were you born?	
How many children 17 or under live in your household?	0.
Trade-in allowance	1.
Please tell us about the vehicle you replaced (if applicable)	2006. Chevrolet. Replaced Vehicle: Purchased New. Tahoe.
Secondary vehicle in your household:	2008. Accord Sedan. Honda. Secondary Household Vehicle: Purchased New.
Primary vehicle in your household:	2014. Dodge. Durango. Primary Household Vehicle: Purchased New.
Primary vehicle you were considering:	2015. Dodge. Durango. Primary Considered Vehicle: New.
Convenience of dealership location	3.
Vehicle fuel economy	3.
Price	4.
Vehicle availability	4.
Please indicate the primary driver's age.	
Financing options	5.
Ability to test drive	5.
Dealership treatment	5.
Vehicle quality	5.
Vehicle performance	5.
Vehicle styling	5.
Please indicate your ethnicity	
Please indicate your occupation status.	.
What is your primary language?	English.
Please indicate your gender	
When considering this vehicle	Interact with dealership by email. Interact with dealership by phone. Research online. Test drive the vehicle. Visit the dealership.
What is your current marital status?	Married.
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	Other (please describe). We didn't want to have 2 exact same cars and this was very similar but just different enough. Vehicle test drive.
Please indicate your highest education level	Other (please specify). I have 2 Master's Degrees
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Suburban.
Please indicate your occupation.	.

Heating, ventilation and air conditioning doesnt maintain desired temperature

Heating, ventilation and air conditioning doesnt maintain desired temperature	
Please describe conditions when this trouble occurs:	Doesn't seem like we can regulate the temp.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
At what internal temperature does the setting no longer maintain desired temperature (check all that apply):	Below 70 degrees. I usually set the temp at 68 and all of a sudden cold air will be coming out when it's 40 outside
If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Please indicate which HVAC zone does not maintain desired temperature (check all that apply):	Front HVAC.
Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):	Outside temperature between 30 and 39 degrees.
	Outside temperature between 40 and 49 degrees.
How often does this trouble occur?	Trouble occurs regularly.

What Can We Do Better?

What has Chrysler done right?	I love the color, metallic steel!!!
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Overview

Please provide feedback on how Chrysler can improve the Printed User Guide	It is very difficult to find what you are looking for in the user's guide. I was trying to figure out how to set my garage door opener and it took me a long time to find it and following the directions was difficult.
Which feature or section of the Printed User Guide did you find least helpful and why?	Troubleshooting could have more options
Printed User Guide format is easy to understand and use	2 (disagree).
Information in the Printed User Guide is easy to find and access	2 (disagree).
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Printed User Guide covers the necessary features	4 (agree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The gear shift is difficult. We have the 2014 Durango and the dial is much easier to use than the gear shift on the jeep. I never feel like I have it in the right gear...I am always paranoid it's not in park because it has happened.
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Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	The side mirrors are big and for short people in a bad spot that creates a blind sport when making a left hand turn.
Climate control operation (function and ease of use)	3.
Transmission gear change performance (smoothness)	3.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Seat adjustment and comfort	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
How was your purchasing experience (the dealer/dealership)?	4.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.

Vehicle Satisfaction Ratings	
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Steering wheel adjustment	5.
Location and usefulness of interior lighting	5.
Engine sound	5.
Engine exhaust sound	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.

Vehicle pulls noticeably to the left/right	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
What direction does the vehicle pull when driving?	Both Left and Right - Varies with conditions.
Trouble occurs while traveling in these road conditions (check all that apply):	Clear/dry road conditions. Sunny bright days, no wind and it will seem like a gust of wind just blew the car to the right.
Trouble occurs while traveling at these speeds (check all that apply):	High speeds (46 MPH and above). Sometime the car pulls like a big gust of wind just happened but there is no wind. Medium speeds (26-45 MPH). Sometimes the car pulls like there was a big gust of wind but there is no wind
Vehicle pull is:	Moderate.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs intermittently.

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Operation and Performance	
Operation and Performance	Heating, ventilation and air conditioning doesn't maintain desired temperature.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Steering, Handling, and Ride.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Steering and Handling	
Steering and Handling	Vehicle pulls noticeably to the left/right.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG5FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	09/02/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6223511282
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K238563159
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	307566552	Report Version	1	Open Date	10/29/2015
Close Date	10/29/2015	Narrative Date	10/30/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on Low Rated Items

You rated transmission gear change performance (smoothness) **Low**. Use this space to provide any specific comments you would like to share.

Difficult shifting into park when stopped.

Hesitation or delay when shifting between gears

Additional Comments:	not happy with shift function and it's an accident waiting to happen. When putting car in park, it stops in reverse all the time. When leaving foot off brake, the vehicle moves as it is in reverse. I have a 2012 that did not have the electronic shift and had no issues. Not happy with this and waiting for the day my wife drives it and it rolls back into another car due to the fact.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Other (please describe). all conditions
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). hard time going into park when stopped. Always stops at reverse and an issue because you take your foot off the brake assuming it is in drive.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Other (please describe). when parking
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	not sure
Is there anything about your new vehicle you would like to see changed?	shifts very poorly. rear window does not open. entire tailgate must open for access.
Transmission gear change performance (smoothness)	1.
Wheels, rims, and tires appearance and styling	2.
Seat adjustment and comfort	2.
Headlight illumination/performance during night-time driving	3.
What is your attitude overall towards your new car?	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.

Vehicle Satisfaction Ratings	
Engine sound	4.
Engine exhaust sound	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Difficult driving conditions (adverse weather, off-road)	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
What is your attitude overall towards the BRAND of your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.

About You	
What is your total household income (before taxes)?	\$150,000 - \$199,999.
How many children 17 or under live in your household?	0.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please indicate your highest education level	2 year college degree.
Please tell us about the vehicle you replaced (if applicable)	2012. Grand Cherokee. Jeep. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	2015. 4runner. Primary Considered Vehicle: New. Toyota.
Convenience of dealership location	3.
Ability to test drive	3.
Vehicle fuel economy	3.
Price	4.
Vehicle availability	4.
Financing options	4.
Dealership treatment	4.
Please indicate the primary driver's age.	██████████
Trade-in allowance	5.
Vehicle quality	5.
Vehicle performance	5.
Vehicle styling	5.
Please indicate your ethnicity	██████████
Please indicate your occupation status.	██████████.
What is your primary language?	English.
Please indicate your occupation.	████████████████████.
When considering this vehicle	Interact with dealership by email.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	██████
What is your current marital status?	██████████
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Other (please specify). beach
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing.

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). stops at reverse and hard to get into park.
How often does this trouble occur?	Trouble occurs regularly.

Welcome	
Please tell us how many miles are currently on your vehicle:	0-999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Overview	
Please rate your overall level of satisfaction with the Smartphone Application	2 (dissatisfied).
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).

Overview

Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Automatic Transmission

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
	Hesitation or delay when shifting between gears.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain.
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG2FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	04/13/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	K073510228
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K101561220
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	307700497	Report Version	1	Open Date	11/01/2015
Close Date	11/01/2015	Narrative Date	11/02/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	2.
Ease of getting into and out of vehicle	5.
Ride quality	5.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Is there anything about your new vehicle you would like to see changed?	Transmission selector is does not engage properly when selecting gear.
Engine sound	5.
Fuel economy and driving range	5.
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Climate control operation (function and ease of use)	5.
Rear view styling (rear fascia, bumper)	5.
Ease of using system displays while driving	5.
Engine exhaust sound	5.
Vehicle storage and space usage	4.
How do you feel about the durability of your new vehicle?	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
What are your favorite parts of your new vehicle?	Seat comfort, outward visibility, comfortable ride
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Integration with media players	5.
How was your purchasing experience (the dealer/dealership)?	5.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Interior noise level while driving	3.
Difficult driving conditions (adverse weather, off-road)	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.

About You

Ability to test drive	4.
What is your primary language?	English.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Vehicle test drive. Edmunds.
Please tell us about the vehicle you replaced (if applicable)	2013. BMW. 5 Series.

About You	
Primary vehicle in your household:	Replaced Vehicle: Purchased New. X5. BMW. Primary Household Vehicle: Purchased New. 2013. Lease. No. 3. 4. 5. Suburban. 3. Visit the dealership. Test drive the vehicle. Research online. Caucasian. Touareg. 2015. Primary Considered Vehicle: New. Volkswagen. 0.
Did you purchase or lease your vehicle?	
Is this your first new vehicle ever purchased / leased?	
Vehicle availability	
Price	
Vehicle quality	
Which of the following best describes the area you live in?	
Vehicle fuel economy	
When considering this vehicle	
Please indicate your ethnicity	
Primary vehicle you were considering:	I wanted vehicle to be E85 flex fuel capable 4. Owner / Proprietor. 5. Tiguan. Volkswagen. 2013. Secondary Household Vehicle: Purchased New. 16-18 mpg. Ford. 2015. Explorer. 1. 4 year college degree. 3. 5. . 4. . .
How may children 17 or under live in your household?	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
Convenience of dealership location	
Please indicate your occupation.	
Vehicle performance	
Secondary vehicle in your household:	
Please indicate the primary driver's age.	
What is your average miles per gallon (MPG) with your vehicle?	
Secondary vehicle you were considering:	
Trade-in allowance	
Please indicate your highest education level	
Financing options	
Dealership treatment	
Please indicate your occupation status.	
Vehicle styling	
Please indicate your gender	
What is your current marital status?	
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	When placing a he selector in park, the transmission goes into reverse. It take two to three attempts before parking position is achieved.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Transmission goes into reverse when moving the selector to park
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Overview	
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings. Car and Driver.
Please explain further about your choice to recommend your vehicle:	I would recommend the GC if the issues I described in this survey are addressed and repaired properly.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Printed User Guide?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Owner's Information DVD?	No.

Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).

Shift between gears is rough/harsh under normal driving conditions	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Deceleration.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. Transmission downshifts into 1st gear when slowing to 10 mph when making a turn
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

Squeak/rattle/abnormal noises from door panels	
Please describe conditions when this trouble occurs:	When driving over slightly rough pavement and when closing door
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate which interior door panels had abnormal noises (check all that apply):	Passenger's side rear door.

Squeak/rattle/abnormal noises from headliner	
Please describe in the box below where from the headliner the trouble with abnormal noises is located:	Sunroof
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	When driving over moderately rough pavement

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	<div style="background-color: black; width: 100px; height: 1.2em;"></div>

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from headliner. Squeak/rattle/abnormal noises from door panels.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Interior Trim/Storage/Windows.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG2FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/20/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6042521574
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K049563489
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	307700520	Report Version	1	Open Date	10/30/2015
Close Date	10/30/2015	Narrative Date	11/02/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other. Features/Controls/Displays. Brake System. Interior Climate Control. Interior Trim/Storage/Windows. Transmission and Drivetrain.

Center console is difficult to open/close	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	Get the wrong compartment
Additional Comments:	Would be better to have separate locations for each compartment (not adjacent)
Please indicate which of the following best describes your concern (check all that apply):	Difficult to open. The upper/lower selector is not positive sometimes opening wrong compartment
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Clock works properly, but is difficult to understand/use; controls/displays are in a poor location	
Please indicate why the clock controls/displays are difficult to understand/use; are in a poor location (check all that apply):	Displays are not easy to view. Would prefer to have clock and temperature remain visible on screen even when screen is off
Please indicate which of the following best describes your concern (check all that apply):	Poor location.

Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake control is poorly located. Hand brake/parking brake requires too much effort to apply/release.

Displays and Instruments	
Displays and Instruments	Clock works properly, but is difficult to understand/use; controls/displays are in a poor location.

Hand brake/parking brake requires too much effort to apply/release	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe what requires too much effort (check all that apply):	Releasing parking brake requires too much effort. Needs separate release lever. If insufficient pressure is initially used to set the brake due to closeness of sidewall second attempt will release
Please describe conditions when this trouble occurs:	Require 2nd application
How often does this trouble occur?	Trouble occurs intermittently.

Shifting paddles/buttons difficult to operate	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	Goes into manual shift mode inadvertently, usually while turning because paddles too close to steering wheel,
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	8 speed trans too many, constantly shifting with engine braking occurring on slow downs Light indicators for Rear park sense, ECO, and ETC buttons not consistent. ECO light on when on, others light off when systems are on. Confusing When fob is

Shifting paddles/buttons difficult to operate	
	set to sound horn on setting lock, the horn also sound when pushing the door handle button. This is not necessary since acknowledgement of lock activation is loud enough at the door position. The acknowledgement only necessary at some distance from vehicle
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Operation and Functionality	
Operation and Functionality	Center console is difficult to open/close.
Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located	
Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Additional Comments:	Full flexibility of operation not possible unless you use UConnect screen which is difficult while driving
Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Additional Comments:	Shift detects are to soft and easy to slip by
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). Easy to miss R when moving from D, also from P
Controls and Switches	
Controls and Switches	Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located.
Hand brake/parking brake control is poorly located	
Additional Comments:	Would prefer hand operated lever at the center console location
Why is the parking brake poorly located? (check all that apply):	The location makes opera ing the hand brake/parking brake difficult. Too close to sidewall
Features and Controls	
Features and Controls	Door locks/key fob entry system.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCM9FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	01/20/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE			Serial#	C072431474	
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			Serial#	M132436912	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	308044396	Report Version	1	Open Date	11/03/2015
Close Date	11/03/2015	Narrative Date	11/04/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Please tell us about the vehicle you replaced (if applicable)	2004. E-Class. Replaced Vehicle: Purchased New. Mercedes-Benz.
Which, if any, influenced your purchase decision? (check all that apply):	Value for the money. Internet research. Price/Purchase Terms/Financing. Vehicle test drive. Features/Capabilities. Recommendations from friends or family. On-Line blogs or forums. Automotive magazines. Manufacturer's website.
Did you purchase or lease your vehicle?	Purchase.
Vehicle styling	4.
Trade-in allowance	2.
Primary vehicle you were considering:	Primary Considered Vehicle: New. Land Rover. Range Rover Sport.
When considering this vehicle	Test drive the vehicle. Research online. Interact with dealership by phone. Visit the dealership. Interact with dealership by email.
Price	5.
Convenience of dealership location	3.
Vehicle availability	4.
Ability to test drive	5.
What is your primary language?	English.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Financing options	2.
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Urban.
Dealership treatment	4.
Vehicle fuel economy	3.
Please indicate your gender	
Vehicle quality	4.

Vehicle Satisfaction Ratings

Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Integration with media players	5.
Engine sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	3.

Vehicle Satisfaction Ratings	
Engine performance during acceleration	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Brake responsiveness/effort	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Wheels, rims, and tires appearance and styling	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Navigation system route accuracy	5.
Ride quality	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Safety and visibility while driving	3.
Climate control operation (function and ease of use)	4.
Exterior design and appearance (overall impression)	5.
Rear view styling (rear fascia, bumper)	4.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.

Other	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe the other trouble you experienced:	The shifter is still a source of concern. It's not as easy as it should be to know that you are in park.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs intermittently.

What Can We Do Better?	
Feedback/Concerns:	The front left pillar makes it difficult to see when rounding a corner. It's probably structurally great but is a little too wide, intrusive in driver's field of vision

Overview	
Did you review the Owner's Information DVD?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Printed User Guide?	Yes.
Information in the Smartphone Application is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). Look at most of these online occasionally
The Smartphone Application format is easy to understand and use	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.
Smartphone Application covers the necessary features	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

No.

Please tell us how many miles are currently on your vehicle:

3,000-4,999.

Are you the primary driver of this vehicle?

Yes.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG4FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	02/03/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6022520050
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K028563225
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	308153891	Report Version	1	Open Date	11/04/2015
Close Date	11/04/2015	Narrative Date	11/05/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

Primary vehicle in your household:	Primary Household Vehicle: Purchased New. 2015. Grand Cherokee. Jeep.
Did you purchase or lease your vehicle?	Purchase.
Which, if any, influenced your purchase decision? (check all that apply):	Recommendations from friends or family. Vehicle test drive. Dealer/Salesperson interaction. Dealership information. Lifestyle.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New.
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership. Interact with dealership by phone.
Please indicate your occupation status.	Retired.
Secondary vehicle you were considering:	Secondary Considered Vehicle: New.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased New. Wrangler. 2008. Jeep. Suburban.
Which of the following best describes the area you live in?	1941
What year were you born?	50000
What price did you pay for your vehicle?	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Friendliness of technology control
How many children 17 or under live in your household?	0.
Price	1.
Vehicle availability	1.
Financing options	1.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Convenience of dealership location	3.
Trade-in allowance	4.
Vehicle fuel economy	4.
Please indicate your highest education level	4 year college degree.
Ability to test drive	5.
Dealership treatment	5.
Vehicle quality	5.
Vehicle performance	5.
Vehicle styling	5.
Please indicate the primary driver's age.	
Primary vehicle you were considering:	Audi. Primary Considered Vehicle: New.
Please indicate your ethnicity	
What is your primary language?	English.
Please indicate your gender	
What is your current marital status?	
Is this your first new vehicle ever purchased / leased?	No.

Overview

Overview	
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	I electronic shift selector is a Huge Huge pain. The intended gear is very often missed. Neutral ra her than reverse or drive. Park from drive often is reverse. This is an important SAFETY issue. I have had the vehicle move backwards when thinking it was in park. I have talked to dealer and sales person. They tell me this is a universal problem. Even on their personal vehicle. fIX this!!!!!!!
How many visits did you make to the dealer?	1 visit.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	Have not referenced the owner?s manual because the features of my vehicle are easy to understand and use.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Would you recommend this vehicle to family or friends?	No.
Have you requested a paper version of the owner manual?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable).
Other	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Random
Please describe the other trouble you experienced:	Rattled
Approximate mileage when trouble was first noticed was:	8000 miles or above.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you. XXXXXXXXXX	
Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	Electronic shift
What are your favorite parts of your new vehicle?	Technology cruise and safety
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Rear view styling (rear fascia, bumper)	3.
Interior noise level while driving	3.
Location and usefulness of interior lighting	3.
Engine sound	3.
Fuel economy and driving range	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Clarity of sound	4.
Integration with phones	4.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Wheels, rims, and tires appearance and styling	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Seat adjustment and comfort	4.

Vehicle Satisfaction Ratings	
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	4.
Ride quality	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Headlight illumination/performance during night-time driving	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine exhaust sound	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.

What Can We Do Better?	
Feedback/Concerns:	Fix the dangerous and irritating shift system. My wrangler is way better
What has Chrysler done right?	Good technology. Love the smart cruise control. It was an important decision factor for this vehicle

Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Great sales person
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	Like raise lower system

Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Shifter
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Unsafe irritating shifter

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG0EC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	09/27/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6251320389
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K263363320
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	308393325	Report Version	1	Open Date	11/06/2015
Close Date	11/06/2015	Narrative Date	11/09/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

I FEEL THE GEAR SELECTOR ON THIS CAR IS HARD TO USE.WOULD LIKE TO HAVE A HAND OPERATED PARKING/EMERGENCY BRAKE

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	MORE ROOM IN BACK SEAT AREA
Ease of getting into and out of vehicle	3.
Safety and visibility while driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Wheels, rims, and tires appearance and styling	5.
Difficult driving conditions (adverse weather, off-road)	5.
Engine sound	4.
Overall audio, entertainment, and navigation system impression	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Integration with phones	4.
Interior noise level while driving	4.
Vehicle storage and space usage	3.
Integration with media players	4.
Clarity of sound	5.
Engine exhaust sound	5.
Steering and handling (responsiveness, stability)	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
How do you feel about the durability of your new vehicle?	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e. What are your favorite parts of your new vehicle?)	5.
Ease of using system displays while driving	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ride quality	5.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
What is your attitude overall towards your new car?	5.

About You

Please indicate your gender

What is your current marital status?

Please indicate your ethnicity

Primary vehicle in your household: Grand Cherokee.

About You

Please indicate your occupation.

Which of the following best describes the area you live in?

What is your total household income (before taxes)?

Secondary vehicle in your household:

How many children 17 or under live in your household?

Please indicate your occupation status.

What is your primary language?

Did you purchase or lease your vehicle?

What is your average miles per gallon (MPG) with your vehicle?

What year were you born?

Please indicate your highest education level

Please indicate the primary driver's age.

Primary Household Vehicle: Purchased New.

2014.

Jeep.

Other.

Suburban.

\$25,000 - \$39,999.

1990.

Dodge.

D150 & W150.

Secondary Household Vehicle: Purchased Used.

0.

English.

Purchase.

16-18 mpg.

High school degree / GED.

Air filter

When was the replacement made on your vehicle?

12-18 months into ownership.

Approximately how many miles were on the vehicle at that time?

Less than 10,000.

Where did you take your vehicle to have the component replaced?

Took to the dealer I purchased my vehicle from.

No Concerns

Please explain further about your choice to recommend your vehicle:

GREAT CAR

If you took your vehicle to a dealer for a scheduled maintenance, were you satisfied with the time it took to fully complete?

Fully.

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

If you took your vehicle to a dealer for work completion or a warranty repair, was the trouble(s) repaired or explained?

Fully.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):

Took to the dealer I purchased my vehicle from for a warranty repair. SUN VISOR RERAIRS

Took to the dealer I purchased my vehicle from for scheduled maintenance. OIL AND FILTER ETC

Which automotive publications do you subscribe to? (check all that apply)

None or other (if other, please describe).

Would you recommend this vehicle to family or friends?

Yes.

Engine Components

Engine Components

Air filter.

Engine oil / filter.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

No Concerns.

What Can We Do Better?

Feedback/Concerns:

DONT CARE FOR THE GEAR SHIFT TYPE ON THIS CAR

What has Chrysler done right?

MOSTLY EVERYTHING

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Welcome

Are you the primary driver of this vehicle?

Yes.

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

Yes.

Please tell us how many miles are currently on your vehicle:

Less than 10,000.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAGXFC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	08/20/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6210520202
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K225563542
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number		System Key	308626623	Report Version	1	Open Date	10/30/2015
Close Date	11/10/2015	Narrative Date	11/12/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	I am not a fan of the shifter. It seems too confusing and I struggle to get it into park or drive the first time I shift. Also hard to see what you've shifted into when the sun is shining as the illumination is white.
What are your favorite parts of your new vehicle?	It is very comfortable to drive and it is very smooth.
Navigation system route accuracy	3.
Support for popular music/video formats	3.
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Integration with media players	4.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Headlight illumination/performance during night-time driving	4.
Ease of getting into and out of vehicle	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine sound	4.
Engine exhaust sound	4.
Difficult driving conditions (adverse weather, off-road)	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.

No Concerns

Please explain further about your choice to recommend your vehicle:	I love jeeps!
What information did you need that was not included in the Smartphone Application?	na
Which feature or section of the Smartphone Application did you find most helpful and why?	na

No Concerns

Which feature or section of the Smartphone Application did you find least helpful and why?

na

Please provide feedback on how Chrysler can improve the Smartphone Application

The dealer set this up while I was signing paperwork.

The Smartphone Application format is easy to understand and use

3 (neither agree nor disagree).

Information in the Smartphone Application is easy to find and access

3 (neither agree nor disagree).

Smartphone Application covers the necessary features

3 (neither agree nor disagree).

Please rate your overall level of satisfaction with the Smartphone Application

3 (neither satisfied nor dissatisfied).

Please let us know why you have not referred to the Owner's Manual? (check all that apply)

Have not referenced the owner's manual because I have not experienced an issue. I have not had time to sit down and read through the manual at this time.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):

Have not taken my vehicle to any dealer since taking delivery. No issues at this time.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

No.

Which automotive publications do you subscribe to? (check all that apply)

None or other (if other, please describe). No desire to subscribe to automotive publications.

If you took your vehicle to a dealer for work completion or a warranty repair, was the trouble(s) repaired or explained?

Not applicable.

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

Would you recommend this vehicle to family or friends?

Yes.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Yes.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

Nothing fell below my expectations.

Welcome

Please tell us how many miles are currently on your vehicle:

1,000-2,999.

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

No.

Are you the primary driver of this vehicle?

Yes.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

No Concerns.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG7F	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	01/12/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6346420139
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K006561034
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	308982305	Report Version	1	Open Date	11/03/2015
Close Date	11/14/2015	Narrative Date	11/16/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Overview	
Printed User Guide covers the necessary features	2 (disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
How many visits did you make to the dealer?	1 visit.
If our team has any additional questions about your responses, would you accept further contact?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Would you recommend this vehicle to family or friends?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Printed User Guide format is easy to understand and use	2 (disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Did you review the Printed User Guide?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Were the trouble(s) repaired or explained?	Fully.
Did you review the Owner's Information DVD?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays.

Features and Controls	
Features and Controls	Driving Mode Selector. Door locks/key fob entry system.

Door locks/key fob entry system	
Door locks/key fob entry system	Key fob entry system broken/not working. Door locks broken/not working.

Door locks broken/not working	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Trouble with the door lock occurs:	While unlocking.
Please indicate what type of trouble was experienced with the door lock (check all that apply):	Other (please describe). car alarm goes off randomly when trying to unlock my car and I can't get it turned off, very embarrassing.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which door lock location is the source of the trouble (check all that apply):	Driver's side front door.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Driving Mode Selector	
Driving Mode Selector	Driving Mode Selector works, but is difficult to understand/use; is in a poor location.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Driving Mode Selector works, but is difficult to understand/use; is in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. my gear shift slides and does click/lock into place. So at times I feel like I got it into park, but it may actually be in neutral so I am rolling. It could cause me to roll into something and damage my vehicle.

Vehicle Satisfaction Ratings	
Overall audio, entertainment, and navigation system impression	3.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCM5EC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	12/22/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE			Serial#	C283309613	
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			Serial#	M312364614	
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number		System Key	308983203	Report Version	1	Open Date	11/15/2015
Close Date	11/15/2015	Narrative Date	11/16/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Other component(s) replaced (not listed previously)

Which other component(s) did you replace?	have issues with the front radar sensor. Needs to be replaced. It turns itself on and off every 100 miles or so
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
How much did the replacement cost?	\$100-\$499.
When was the replacement made on your vehicle?	18-24 months into ownership.

Cruise control

How much did the replacement cost?	\$100-\$499.
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.

Overview

Information in the Smartphone Application is easy to find and access	4 (agree).
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Fully.
How many visits did you make to the dealer?	2 visits.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Smartphone Application covers the necessary features	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Please explain further about your choice to recommend your vehicle:	best car in the market for SUV in that price range
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
If our team has any additional questions about your responses, would you accept further contact?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.

Vehicle Satisfaction Ratings

Integration with media players	5.
Engine sound	5.
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	4.
Difficult driving conditions (adverse weather, off-road)	5.
Navigation system route accuracy	4.

Vehicle Satisfaction Ratings	
Exterior design and appearance (overall impression)	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Steering and handling (responsiveness, stability)	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
What are your favorite parts of your new vehicle?	3.0 l diesel engine
Clarity of sound	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
How do you feel about the durability of your new vehicle?	3.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Interior comfort, design and appearance of interior (overall impression)	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	gear selector shifter
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Ease of using system displays while driving	5.
Engine exhaust sound	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.

Muffler	
When was the replacement made on your vehicle?	18-24 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	\$500-\$999.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.

About You	
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. BMW.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used. BMW.
Please indicate your ethnicity	_____.
Please indicate your gender	_____
What is your current marital status?	_____
Please indicate the primary driver's age.	_____
Did you purchase or lease your vehicle?	Lease.
How many children 17 or under live in your household?	0.
Please indicate your occupation status.	_____
What is your primary language?	_____
What is your total household income (before taxes)?	More than \$200,000.
Please indicate your highest education level	4 year college degree.
Which of the following best describes the area you live in?	Urban.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.

Other exhaust system components	
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	\$500-\$999.
When was the replacement made on your vehicle?	12-18 months into ownership.
Features/Controls/Displays Components	
Features/Controls/Displays Components	Cruise control.
Active suspension system works but is difficult to understand/use	
Please describe why the active suspension system is difficult to understand/use:	Other (please describe). to easy to activate by a little dog in the car. I put a hard plate over it so that the dog cant activate the suspension up and down
Additional Comments:	the park exit is a good feature but when parking the front bumper gets caught on the park curbs and gets damaged. I turned that feature off. I like the fact that the car can be raised to get over large obstacles but that feature will not be used very often
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	shifter
Displays and Instruments	
Displays and Instruments	Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location.
Features and Controls	
Features and Controls	Active Suspension System. Door locks/key fob entry system.
Active Suspension System	
Active Suspension System	Active suspension system works but is difficult to understand/use.
Engine Components	
Engine Components	Muffler. Other exhaust system components.
Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location	
Please describe conditions when this trouble occurs:	it gets stuck at the same temperature for hours. FE it shows an outside temp of 20dec when it is 45dec
Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	gear selector is hard to get into proper gear. From park to reverse you need to look at the shifter that you found the reverse gera . When in drive its easy to push the shifter into neutral by accident or a little dog hitting it
What Can We Do Better?	
What has Chrysler done right?	everything else. I love the 3.0 l diesel engine. Best engine in any of the last 9 Jeeps I owned. Great Job guys
Feedback/Concerns:	The new shifter mechanism has a serious problem for selecting the gear. Going from park to rear you have to look at the shifter to make sure you have selected the proper gear. When in drive mode its easy for the shifter to be pushed forward and go to neutral. The previous models I owned worked perfectly this one I really think it needs to be redesigned for safety in mind
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays.
Other Components	
Other Components	Other component(s) replaced (not listed previously).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG6FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	01/15/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6354421747
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K007561514
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	308983579	Report Version	1	Open Date	11/13/2015
Close Date	11/13/2015	Narrative Date	11/16/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

What is your attitude overall towards your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Rear view styling (rear fascia, bumper)	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Is there anything about your new vehicle you would like to see changed?	Gear selector. More trim flexibility with various models.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
What is your attitude overall towards the BRAND of your new car?	4.
Steering wheel adjustment	5.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Fuel economy and driving range	5.
Clarity of sound	4.
Transmission gear change performance (smoothness)	5.
Support for popular music/video formats	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Appearance of exterior paint	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
What are your favorite parts of your new vehicle?	Features and styling
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
Engine sound	4.
Navigation system route accuracy	2.
Engine exhaust sound	4.
Ease of using system displays while driving	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.

Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. It sometimes takes several attempts to shift from drive to park or vica versa. You must be very careful to make sure it is in gear, or in park.

Automatic Transmission

Automatic Transmission	
Automatic Transmission	Shifting paddles/buttons difficult to operate. Gear selector is difficult to operate (auto. trans.).

About You	
What is your current marital status?	Married.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Grand Cherokee. 2011. Jeep.
When considering this vehicle	Visit the dealership. Interact with dealership by phone. Interact with dealership by email.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please indicate your gender	██████
What is your total household income (before taxes)?	\$125,000 - \$149,999.
Please indicate your ethnicity	██████████
Please indicate your occupation.	██████████
What price did you pay for your vehicle?	\$45000 plus or minus
Please indicate the primary driver's age.	██████
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
How many children 17 or under live in your household?	0.
Please indicate your occupation status.	██████████
Please indicate your highest education level	4 year college degree.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please explain further about your choice to recommend your vehicle:	Long term quality is questionable. I always plan to trade by 60,000 miles, which is one reason Jeep does not hold its resale value as well as some others
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Have you requested a paper version of the owner manual?	No.
Would you recommend this vehicle to family or friends?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	Have not referenced the owner's manual because the features of my vehicle are easy to understand and use.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

What Can We Do Better?	
Feedback/Concerns:	Quality
What has Chrysler done right?	Styling and finish and features.

Shifting paddles/buttons difficult to operate	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler	No.

Contact Me

LLC to contact you about your Chrysler vehicle?

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG3FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	12/01/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6323421863
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K333463169
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	309611796	Report Version	1	Open Date	11/22/2015
Close Date	11/22/2015	Narrative Date	11/23/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

Vehicle availability	4.
Which of the following best describes the area you live in?	Rural.
Convenience of dealership location	4.
Trade-in allowance	5.
Please indicate the primary driver's age.	
What is your primary language?	English.
What is your current marital status?	
Primary vehicle in your household:	2015. Jeep. Grand Cherokee. Primary Household Vehicle: Purchased New.
Please indicate your occupation status.	
What year were you born?	
Secondary vehicle in your household:	2015. Cherokee. Jeep. Secondary Household Vehicle: Purchased Used.
Vehicle quality	5.
Vehicle styling	5.
Please indicate your ethnicity	
Please indicate your gender	
What price did you pay for your vehicle?	41000
Ability to test drive	1.
When considering this vehicle	Visit the dealership.
Dealership treatment	5.
Please indicate your highest education level	
Please tell us about the vehicle you replaced (if applicable)	Jeep. 2012. Grand Cherokee. Replaced Vehicle: Purchased Used.
Did you purchase or lease your vehicle?	Purchase.
Price	4.
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Vehicle performance	4.
Vehicle fuel economy	4.
Is this your first new vehicle ever purchased / leased?	No.
Financing options	5.
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing. Value for the money. Manufacturer's website. Automotive magazines.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
How many children 17 or under live in your household?	0.

Overview

Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
The Smartphone Application format is easy to understand and use	4 (agree).

Overview	
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
Information in the Printed User Guide is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.

Vehicle Satisfaction Ratings	
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Ride quality	5.
Head/leg/foot room	4.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Vehicle storage and space usage	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Integration with phones	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Wheels, rims, and tires appearance and styling	5.
How was your purchasing experience (the dealer/dealership)?	5.
Overall audio, entertainment, and navigation system impression	5.
What is your attitude overall towards your new car?	5.
Transmission gear change performance (smoothness)	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Difficult driving conditions (adverse weather, off-road)	5.
Clarity of sound	5.
Integration with media players	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Safety and visibility while driving	4.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Ease of using system displays while driving	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	5.
Fuel economy and driving range	5.

Brake Noise	
Brake Noise	Brakes are excessively noisy.

Hesitation or delay when shifting between gears	
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Hesitation or delay when shifting between gears	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. Seems to jump into a lower gear after a quick stop 3rd Gear. 4th Gear.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Maintaining a fairly constant speed on level roads.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). No Park position on shifter requires visual check at parking Drive (D). No Drive position on selector requires visual check after shift
To the best of your recollection, the trouble was first noticed:	At delivery.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.

Door panels are broken/damaged/torn	
Please indicate which interior door panels were broken/damaged/torn (check all that apply):	Passenger's side front door. Panels show shoe scuffs and are difficult to clean Driver's side front door. Panels show shoe scuffs and are difficult to clean
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Brake System. Interior Trim/Storage/Windows.

Brakes are excessively noisy	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Trouble with brakes occurs during this type of braking (check all that apply):	Light braking. Backing out of driveway
What does the noise sound like?	Squeak/squeal.
What area of the vehicle is the brake noise coming from?	Cannot determine the location.
How often does this trouble occur?	Trouble occurs intermittently.

Broken/Damaged	
Broken/Damaged	Door panels are broken/damaged/torn.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG0FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	10/16/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6280420190
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K286463001
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	309612314	Report Version	1	Open Date	11/20/2015
Close Date	11/20/2015	Narrative Date	11/23/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Secondary vehicle you were considering:	Secondary Considered Vehicle: New. BMW.
Vehicle fuel economy	1.
Please tell us about the vehicle you replaced (if applicable)	2012. Jeep. Grand Cherokee. Replaced Vehicle: Purchased New.
Secondary vehicle in your household:	2015. Cherokee. Secondary Household Vehicle: Purchased New. Jeep.
Please indicate the primary driver's age.	
Primary vehicle in your household:	Grand Cherokee. Jeep. 2015. Primary Household Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand. Price/Purchase Terms/Financing. Image that the vehicle portrays. Dealer/Salesperson interaction. Value for the money. Lease.
Did you purchase or lease your vehicle?	
What is your current marital status?	
Primary vehicle you were considering:	Audi. Primary Considered Vehicle: New. 2015. Q5. English.
What is your primary language?	
What year were you born?	
Please indicate your occupation status.	
Please indicate your gender	
Vehicle styling	1.
Which of the following best describes the area you live in?	Suburban.
Trade-in allowance	1.
Dealership treatment	1.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Vehicle performance	1.
Price	3.
Please indicate your highest education level	Graduate degree.
When considering this vehicle	Visit the dealership.
Convenience of dealership location	3.
Is this your first new vehicle ever purchased / leased?	No.
Vehicle quality	1.
Vehicle availability	3.
How may children 17 or under live in your household?	0.
Ability to test drive	1.
Please indicate your ethnicity	
Financing options	1.

Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Other.
Overview	
<p>Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?</p> <p>Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?</p> <p>Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?</p> <p>Did you review the Printed User Guide?</p> <p>Printed User Guide covers the necessary features</p> <p>Please provide feedback on how Chrysler can improve the Printed User Guide</p> <p>Which feature or section of the Printed User Guide did you find least helpful and why?</p> <p>Printed User Guide format is easy to understand and use</p> <p>Information in the Printed User Guide is easy to find and access</p> <p>Which automotive publications do you subscribe to? (check all that apply)</p> <p>Would you recommend this vehicle to family or friends?</p> <p>How many visits did you make to the dealer?</p> <p>Overall, how satisfied are you with the quality of your new vehicle?</p> <p>Was the trouble resolved to your satisfaction?</p> <p>Were the trouble(s) repaired or explained?</p> <p>Did you review the Owner's Information DVD?</p> <p>Please rate your overall level of satisfaction with the Printed User Guide</p> <p>Where did you take your vehicle to have your trouble checked out? (check all that apply)</p> <p>If our team has any additional questions about your responses, would you accept further contact?</p>	<p>Yes.</p> <p>No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).</p> <p>Yes.</p> <p>Yes.</p> <p>3 (neither agree nor disagree).</p> <p>Have someone write it other than a techno geek. Everyone is NOT computer savvy nor an engineer.</p> <p>The phone pairing section. It's impossible to figure out. Why?</p> <p>3 (neither agree nor disagree).</p> <p>2 (disagree).</p> <p>None or other (if other, please describe).</p> <p>No.</p> <p>4 visits.</p> <p>Dissatisfied.</p> <p>No.</p> <p>Not at all (please explain further, if applicable). Phone connectivity issue was taken care of but I have lost connectivity again and it too far to drive there again. The gear shifting park problem is still a VERY major concern. The dealer has not heard of problems, which I don't believe!!</p> <p>No.</p> <p>2 (dissatisfied).</p> <p>Took to the dealer I purchased my vehicle from.</p> <p>Yes, by phone only.</p>
Hands-Free Phone / Bluetooth system wont connect	
<p>Did your phone lose signal?</p> <p>Is there more than one phone paired to the vehicle?</p> <p>Did the dealer attempt to help you pair your device?</p> <p>Connection problem happens on:</p> <p>Connection problem happens when:</p> <p>How often does this trouble occur?</p> <p>Additional Comments:</p>	<p>Yes.</p> <p>No.</p> <p>Yes.</p> <p>Bluetooth connection between cell phone and the system.</p> <p>Other: Please describe when this trouble occurs.</p> <p>Trouble occurs intermittently.</p> <p>Lost connectivity to phone. Won't recognize blue tooth signal. Having difficulty reconnecting. Why do you make this SOOOOOO difficult? Are you deliberately trying to upset your customer base? Who ever designed the connectivity software should be fired! It should be easy, quick an user friendly! Did I mention "user friendly"? Hello...hello...HELLO is any one out there?</p>
Gear selector is difficult to operate (auto. trans.)	
<p>Please describe conditions when this trouble occurs:</p> <p>How often does this trouble occur?</p> <p>Going into which position is the gear selector difficult to operate? (check all that apply):</p>	<p>When trying to park</p> <p>Trouble occurs regularly.</p> <p>Other (please explain in Additional Comments box below). When parking the gear shift knob is difficult to put into park. Not difficult to move but for what ever reason it doesn't shift into park. I have hit someone in front of me (very slowly) after pulling into a gas station thinking the vehicle was in park. The vehicle rolled forward every slow slowly because I later found out it was in natural. Another insident happened at a very slow rolling speed when the vehicle hit someone crossing in front of me. I thought it was in park but later saw the vehicle was in drive. VERY danderious design!! I'm not used to looking down at the gear shift lever every time I park. I take it for granted the vehicle is in park when I shift it to the park position. I have heard you are aware if this problem and will be making design changes in the next model, but what about the dangers that are apparent now? Am I just supposed to live with it hoping I don't injure someone? This is my 5th Grand Cherokee and by far the worst design flaw ever! I will not purchase another one!! Perhaps I should look to a foreign make!</p>

Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	The dealer is unaware if the issue, which surprises me. It's a dangerous problem and only a matter of time before someone is hurt.
Why is the gear selector difficult to operate?	Other (please describe).

Vehicle Satisfaction Ratings	
Rear view styling (rear fascia, bumper)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Ease of getting into and out of vehicle	4.
Ride quality	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Transmission gear change performance (smoothness)	1.
Ease of using system displays while driving	2.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Support for popular music/video formats	4.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Integration with phones	1.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Is there anything about your new vehicle you would like to see changed?	Electronic transmission issues mentioned earlier. Move the phone command button. I keep bumping it activating the woman's OBNIXIOUS voice.
Fuel economy and driving range	4.
Difficult driving conditions (adverse weather, off-road)	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What are your favorite parts of your new vehicle?	The vehicle looks great
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
Integration with media players	4.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Engine sound	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Vehicle storage and space usage	5.

Hands-Free Phone / Bluetooth system loses connection	
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
How often does this trouble occur?	Trouble occurs intermittently.
Is there more than one phone paired to the vehicle?	No.
Additional Comments:	Just loses connectivity. Tried to reconnect without success. Why do you make this SOOOOOO difficult?
Lost connection problem happens when:	Other: Please describe when this trouble occurs.
Were you in the middle of a call?	No.

Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. Too much information! Distracting when driving because I have to take my eyes off the road trying to figure out how to access different functions on the touchscreen
Please indicate why the front screen is difficult to understand/use (check all that apply):	Other (please describe). Too much information. Distracting when driving because I have to take my eyes off the road for too long to find or access touchscreen functions

Owner Connect Website	
Owner Connect Website	Owner connect website dashboard is difficult to understand/use.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
1. Phone pairing 2. OBNIXOUS female voice 3. Transmission/park issues	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Hands-Free Phone / Bluetooth system doesn't work	
Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?	I did not receive any of the materials.
Please describe when this trouble occurs:	Just stopped recognizing my phone. Impossible to figure out how to reconnect.
How often does this trouble occur?	Trouble occurs intermittently.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Voice Activation / Recognition	
Voice Activation / Recognition	Voice Recognition Quick Tips Booklet is redundant/not necessary. Voice Activation / Recognition doesn't recognize command. Unnatural sounding voice or difficult to understand.

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
Please indicate which words, if any, are constantly misrecognized:	"Call xxx" is constantly misrecognized, and I have to repeat over and over.
Please describe when this trouble occurs:	When stating a name. Usually while in motion.
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	Get rid of this woman's OBNOXIOUS voice!!!! It has become VERY irritating to listen to. Also she drags out her message far too long. Just let me make a call, damn it!!
What button did you use?	Steering wheel button
Do you usually set HVAC vent direction toward ceiling?	No.

Unnatural sounding voice or difficult to understand	
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe when this trouble occurs:	Other: Please describe when this trouble occurs. Her voice is robotic and not natural not to mention OBNIXOUS to listen to!!
What button did you use?	Steering wheel

Voice Activation / Recognition doesnt recognize command	
How often does this trouble occur?	Trouble occurs intermittently.
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	When stating a name. When it's working properly, I have to repeat several times.
What button did you use?	Steering wheel

Registration is difficult to understand/use	
Please describe the trouble you experienced (check all that apply):	Setup was confusing. Directions were unclear. Registration process takes too long.
Plese indicate which registration method you attempted (check all that apply):	In vehicle registration.
Did you receive the registration email?	No.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.

Uconnect Access	
Uconnect Access	Registration. Owner Connect Website. Uconnect Access Application.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	Apple.
If known, please tell us your software version	Latest version

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	IPhone6
Owner connect website dashboard is difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. Impossible to figure out Difficult to understand. Confusing and very time consuming
Hands-Free Phone / Bluetooth system is difficult to use	
Please indicate why the hands-free phone / bluetooth system is difficult to use: Do you recall specific commands that you were using? Additional Comments: Please indicate which system commands you were using at the time of trouble (check all that apply):	Need to wait until voice prompt is finished. Voice prompt is irritating to listen to! Get rid of the woman's OBNIXOUS voice, PLEASE!!! Voice commands are not recognized correctly. Won't recognize call command from time to time Setup (pairing) instructions are difficult to understand. Simply impossible! Why? This should be a simple, quick user friendly setup. But NO, your designer apparently wants to upset the very hands that feeds him/her. Simply trying to call someone. It won't recognize my command. The woman's voice commands have become SO irritating to listen to that if she is on the next vehicle I look at, I will NOT purchase it! Phone calls.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Detail on Low Rated Items	
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share. We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations. You rated integration with phones Low. Use this space to provide any specific comments you would like to share.	Again, why di I have to replete my self. Asked and answered. Phone pairing labyrin h. Electronic transmission dangers. OBNIXOUS, robotic, time consuming female voice I'm forced to listen to. Why do I have to replete my self. I already discussed this to a pulp
Other	
To the best of your recollection, the trouble was first noticed: Please describe the other trouble you experienced: Approximate mileage when trouble was first noticed was: How often does this trouble occur?	At delivery. All of the preceding comments. Overall, a very poorly designed vehicle concerning these issues. 0 - 1499 miles. Trouble occurs regularly.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system doesn't work. Hands-Free Phone / Bluetooth system loses connection. Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. Hands-Free Phone / Bluetooth system is difficult to use. Hands-Free Phone / Bluetooth system won't connect.
Registration	
Registration	Registration is difficult to understand/use.
What Can We Do Better?	
Feedback/Concerns: What has Chrysler done right?	Like I mentioned, this is my 5th Grand Cherokee. I love the vehicle is all ways except what I men ioned earlier. There are some very major concerns there that need to be addressed before I purchase another. Looks, comfort
Uconnect Access instructions are unclear	
Please describe conditions when this trouble occurs:	Normal conditions. They are simply difficult to use or understand
Uconnect Access Application	
Uconnect Access Application	Uconnect Access features are confusing. Uconnect Access instruc tions are unclear.
Uconnect Access features are confusing	
Please describe conditions when this trouble occurs:	Normal conditions
Voice Recognition Quick Tips Booklet is redundant/not necessary	
Please indicate how you would prefer voice recognition tips to be provided (check all that apply):	UConnect Touchscreen.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG1FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	08/31/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6183520013
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K238561557
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	309612289	Report Version	1	Open Date	11/20/2015
Close Date	11/20/2015	Narrative Date	11/23/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	too many to mention
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Climate control operation (function and ease of use)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	5.
Brake responsiveness/effort	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Engine sound	5.
Clarity of sound	5.
Integration with media players	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Rear view styling (rear fascia, bumper)	5.
Engine exhaust sound	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Ease of using system displays while driving	5.

Overview

Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Printed User Guide covers the necessary features	5 (strongly agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.

Overview

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Would you recommend this vehicle to family or friends?

Please explain further about your choice to recommend your vehicle:

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

What have you used to view your DVD? (check all that apply)

DVD format is easy to understand and use

Information on the DVD is easy to find and access

Please rate your overall level of satisfaction with the DVD

Printed User Guide format is easy to understand and use

Which automotive publications do you subscribe to? (check all that apply)

Did you review the Owner's Information DVD?

If our team has any additional questions about your responses, would you accept further contact?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Yes.

I am used to Wranglers (30yrs). Even though my last one was fully loaded, this Grand Cherokee Overland makes me feel like a kid on Christmas morning every time I get in it!

No, issue is minor/no further explanation or fix is needed.

Computer/laptop.

5 (strongly agree).

5 (strongly agree).

5 (very satisfied).

5 (strongly agree).

None or other (if other, please describe). Used to subscribe to Jeep, 4wheeler and various off road type publications.

Yes.

Yes, by e-mail only.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

About You

Primary vehicle you were considering:

X5.

Primary Considered Vehicle: New.

2016.

BMW.

What year were you born?

Which, if any, influenced your purchase decision? (check all that apply):

Dealer/Salesperson interaction.

Features/Capabilities.

Image that the vehicle portrays.

On-Line blogs or forums.

Previous experience with the vehicle/brand.

Lifestyle.

Value for the money.

Internet research.

Price/Purchase Terms/Financing.

Edmunds.

Manufacturer's website.

Other (please describe). I just luv Jeeps

Secondary vehicle you were considering:

QX80.

Infiniti.

2016.

Secondary Considered Vehicle: New.

Suburban.

Which of the following best describes the area you live in?

Vehicle quality

3.

Vehicle performance

5.

Ability to test drive

3.

Vehicle availability

3.

Primary vehicle in your household:

Primary Household Vehicle: Purchased New.

2015.

Grand Cherokee.

Jeep.

3.

Trade-in allowance

Please indicate your ethnicity

3.

Dealership treatment

3.

What is your current marital status?

3.

Vehicle fuel economy

3.

Secondary vehicle in your household:

Secondary Household Vehicle: Purchased Used.

Toyota.

When considering this vehicle

Visit the dealership.

Research online.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

low ground clearance/ not Jeep comparable

About You

Please tell us about the vehicle you replaced (if applicable)

Jeep.
Wrangler Unlimited.
Replaced Vehicle: Purchased New.
2014.

How many children 17 or under live in your household?

Please indicate your occupation status.

Financing options

Convenience of dealership location

Please indicate your gender

Vehicle styling

Please indicate your occupation.

Is this your first new vehicle ever purchased / leased?

Price

Please indicate your highest education level

What is your primary language?

Did you purchase or lease your vehicle?

3.

3.

5.

No.

3.

4 year college degree.

English.

Purchase.

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

No.

Please tell us how many miles are currently on your vehicle:

0-999.

Are you the primary driver of this vehicle?

Yes.

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

Do you usually set HVAC vent direction toward ceiling?

No.

What button did you use?

green phone button

Please describe when this trouble occurs:

When stating a name. Names for phone calls

Please indicate which words, if any, are constantly misrecognized:

Simple names for phone calls. Such as... [REDACTED]. I usually just wait for a red light or pull over to do it on my phone or skip it all together. Also, it gives the same lengthy options list each time you try to correct pronunciation. Maybe if it just did it once per session would be better.

How often does this trouble occur?

Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Transmission and Drivetrain.

Other.

Entertainment/Navigation System/Connectivity.

Voice Activation / Recognition doesnt recognize command

Do you usually set HVAC vent direction toward ceiling?

No.

How often does this trouble occur?

Trouble occurs regularly.

Please describe when this trouble occurs:

When stating a name.

What button did you use?

green phone button

Gear selector is difficult to operate (auto. trans.)

Additional Comments:

Not really a problem, just takes some getting used to. Particularly if you're in a hurry. Over travel of shifter, up or down. You have to keep your eyes on the dash to see where you're shifting. (harder to accomplish by feel alone)

Going into which position is the gear selector difficult to operate? (check all that apply):

Other (please explain in Additional Comments box below).

Entertainment/Navigation System/Connectivity

Please choose your cell phone carrier

Other.

Please choose your cell phone brand

Motorola.

Please tell us your cell phone model

moto g

Difficulty accessing Points of Interest

Please describe the trouble with the Points of Interest within the Navigation system

sometimes doesn't list things that I know are there.

Additional Comments:

If you don't type the name "exactly", instead of retrieving something close/similar it just doesn't bring up anything at all.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

Everything is great! Just a more intuitive navigation (Google like results) for misspelled or partially spelled inquiries.

Voice Activation / Recognition

Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Difficulty accessing Points of Interest.

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Detail on High Rated Items	
<p>We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.</p> <p>You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.</p>	<p>Awesome vehicle!</p> <p>I really enjoy the auto entry/exit height mode option.</p>

Other	
Please describe the other trouble you experienced:	No trouble. Just a suggestion for an auto setting to tuck/un-tuck side mirrors when parked.

What Can We Do Better?	
What has Chrysler done right?	Pretty much everything! I'm extremely impressed!

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG4E0	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	01/23/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6009410948
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K017463473
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	309612459	Report Version	1	Open Date	11/21/2015
Close Date	11/21/2015	Narrative Date	11/23/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Vehicle storage and space usage	5.
Head/leg/foot room	5.
What is your attitude overall towards the BRAND of your new car?	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Engine exhaust sound	4.
Safety and visibility while driving	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Headlight illumination/performance during night-time driving	4.
Ride quality	4.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Steering and handling (responsiveness, stability)	4.
Appearance of exterior paint	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	Solid engine performance and exterior styling.
Clarity of sound	4.
Integration with media players	4.
Brake responsiveness/effort	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Is there anything about your new vehicle you would like to see changed?	I would like to see the gear selector improved and have more stand-alone options for all models (tire/rim options, rear view camera at base model, air suspension and engine choices at all models)
What is your attitude overall towards your new car?	5.
Rear view styling (rear fascia, bumper)	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Engine sound	5.

About You

Please indicate your gender	
Primary vehicle in your household:	2014. Acura. MDX. Primary Household Vehicle: Purchased New.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please indicate your highest education level	Graduate degree.
Please indicate your occupation.	

About You

What year were you born?

Secondary vehicle in your household:

What is your current marital status?

Please indicate your occupation status.

What is your primary language?

How many children 17 or under live in your household?

Did you purchase or lease your vehicle?

Please indicate your ethnicity

Please indicate the primary driver's age.

What is your total household income (before taxes)?

Which of the following best describes the area you live in?

2004.

G35 Coupe.

Secondary Household Vehicle: Purchased New.

Infiniti.

English.

Lease.

More than \$200,000.

Suburban.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):

How often does this trouble occur?

Why is the gear selector difficult to operate?

Please describe conditions when this trouble occurs:

Approximate mileage when trouble was first noticed was:

Reverse (R). It's too easy to accidentally put it in park when trying to switch to reverse

Park (P). It's too easy to put it in park when trying to put it in reverse

Trouble occurs regularly.

Other (please describe).

I do a lot of city driving and parallel parking; it's very frustrating switching from drive to reverse and park. It's too easy to accidentally put the car in park when trying to reverse (and vice versa).

Less than 10,000.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Transmission and Drivetrain.

Welcome

Are you the primary driver of this vehicle?

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

Please tell us how many miles are currently on your vehicle:

Yes.

Yes.

20,000-29,999.

Wiper blades - front

Approximately how many miles were on the vehicle at that time?

Where did you take your vehicle to have the component replaced?

When was the replacement made on your vehicle?

10,000-19,999.

Repaired/replaced myself.

12-18 months into ownership.

Overview

The Smartphone Application format is easy to understand and use

Printed User Guide covers the necessary features

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Would you recommend this vehicle to family or friends?

Did you review the Owner's Information DVD?

If our team has any additional questions about your responses, would you accept further contact?

Overall, how satisfied are you with the quality of your new vehicle?

Please rate your overall level of satisfaction with the Printed User Guide

Which automotive publications do you subscribe to? (check all that apply)

Smartphone Application covers the necessary features

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

Information in the Smartphone Application is easy to find and access

Printed User Guide format is easy to understand and use

Information in the Printed User Guide is easy to find and access

Did you review the Printed User Guide?

Please rate your overall level of satisfaction with the Smartphone Application

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

4 (agree).

5 (strongly agree).

Yes.

Yes.

No.

Yes, by phone or e-mail.

Very satisfied.

5 (very satisfied).

Motor Trend.

Car and Driver.

4 (agree).

No, the issue is related to the design of the vehicle.

4 (agree).

5 (strongly agree).

5 (strongly agree).

Yes.

4 (satisfied).

Yes.

Detail on High Rated Items

Detail on High Rated Items	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The grand Cherokee looks great from every angle. Even the shape of the tail lights....please don't change it to look like the ugly, cheap-looking dodge lights that go across the whole back
You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.	I live in New York and I love the feeling of confidence I get all winter.
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	Can't find a better suv for the money...especially with a v6
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	The grand Cherokee looks great from every angle. Even the shape of the tail lights....please don't change it to look like the ugly, cheap-looking dodge lights that go across the whole back

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	My only complaint about the vehicle is the gear shift. I have put the car in park when trying to put it in reverse and put it in reverse when attempting to put it into park several times. I have owned many cars and currently own 2 others; I have never had this issue. I know other owners with the same complaint.

Engine Components	
Engine Components	Engine oil / filter.

Vehicle Exterior Components	
Vehicle Exterior Components	Wiper blades - front.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG0F	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/25/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6285420232
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K295463346
Color	PBU	TRUE BLUE PEARL COAT					

Report Number		System Key	309904048	Report Version	1	Open Date	11/24/2015
Close Date	11/24/2015	Narrative Date	11/25/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings	
Steering and handling (responsiveness, stability)	3.
How do you feel about the durability of your new vehicle?	3.
Engine exhaust sound	3.
Brake responsiveness/effort	4.
Engine sound	4.
Fuel economy and driving range	4.
Support for popular music/video formats	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Navigation system route accuracy	3.
Climate control operation (function and ease of use)	2.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Exterior design and appearance (overall impression)	4.
Ease of using system displays while driving	1.
Overall audio, entertainment, and navigation system impression	2.
Integration with phones	2.
What is your attitude overall towards your new car?	2.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
How do you feel about the VALUE of your new car? (i.e.	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
What are your favorite parts of your new vehicle?	Driver seat comfort
Clarity of sound	4.
Rear view styling (rear fascia, bumper)	4.
Appearance of exterior paint	5.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	1.
Integration with media players	2.
What is your attitude overall towards the BRAND of your new car?	2.
Difficult driving conditions (adverse weather, off-road)	4.
Ride quality	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	5.
Is there anything about your new vehicle you would like to see changed?	The gear selector switch. I often get it into the wrong gear because there is so little feel to the electric switch. And the auto closing tailgate is difficult to override when concerned about my dogs tial
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.

Overview	
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.

Overview

Please explain further about your choice to recommend your vehicle:	Although a decent car there are a couple issues with it that we find very irritating and we will not likely buy another because of them
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Printed User Guide format is easy to understand and use	4 (agree).
How many visits did you make to the dealer?	1 visit.
Were the trouble(s) repaired or explained?	Fully.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Printed User Guide covers the necessary features	4 (agree).
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Being required to use the touch screen display, e.g. to use the heated seats, is difficult. The radio "forgets" my presets, the auto liftgate operation is frustrating. I would like to be easily able to manually close the lift gate and open it to a lower height so it doesn't impact my overhead garage doors when opening. Overall this is an OK vehicle with a few very frustrating features.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Great Dealer. I wish they represented non Fiat vehicles as I am not likely to buy one again.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Looks like a Jeep still
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	It is pretty
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Looks OK

About You

Vehicle styling	4.
Which, if any, influenced your purchase decision? (check all that apply):	Dealer/Salesperson interaction. NHTSA or IIHS safety ratings. Consumer Reports ratings. Edmunds. Manufacturer's website. Internet research. Vehicle test drive. Dealership information. Price/Purchase Terms/Financing. Value for the money. Image that the vehicle portrays. Kelley Blue Book. J D Power reports.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Vehicle performance	3.
Vehicle fuel economy	3.
Please tell us about the vehicle you replaced (if applicable)	MINI. Replaced Vehicle: Purchased New. 2011. Cooper Clubman. Visit the dealership. Research online. Interact with dealership by phone.
When considering this vehicle	
Vehicle quality	3.
Vehicle availability	5.
Secondary vehicle you were considering:	Acura. RDX. Secondary Considered Vehicle: New. 2015.

About You	
Price	5.
Which of the following best describes the area you live in?	Suburban.
How many children 17 or under live in your household?	1-2.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Ability to test drive	3.
Primary vehicle you were considering:	Acura.
	RDX.
	2015.
	Primary Considered Vehicle: New.
	Employed.
Please indicate your occupation status.	1.
Financing options	Primary Household Vehicle: Purchased New.
Primary vehicle in your household:	2013.
	Jeep.
	Wrangler Unlimited.
Trade-in allowance	4.
Dealership treatment	5.
What price did you pay for your vehicle?	@40K
Convenience of dealership location	5.
Please indicate your ethnicity	
Please indicate your gender	
What is your current marital status?	
Is this your first new vehicle ever purchased / leased?	No.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	the electric gear selector usage is difficult to get into the correct gear. While rolling in N I have to fully stop to get into D!
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	the electric gear selector usage is difficult to get into the correct gear. While rolling in N I have to fully stop to get into D!
You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.	I have to take my eye off the road too long, for example, when listening to the radio I have to change to the cliamte app, then find the heated seat button, to turn on my heated seats. If there were a button I could reach for that I could feel I could use it without taking my eyes off the road. Too many things are controlled by the touch screen display. It seems very dangerous to me.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Will not likely buy another Fiat. Please sell Jeep back to MB!

Ignition switch broken/not working	
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	Rapidly fixed by dealer
Please describe conditions when this trouble occurs:	One time when new
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please indicate what type of trouble was experienced with the ignition switch (check all that apply):	Other (please describe). Ignition switch fell down inside of dashboard when pressed to torun off vehicle

What Can We Do Better?	
Feedback/Concerns:	make this web site faster. THe ammount of time I got "waiting for response " message almost caused me to give up on this report. Quite appropriate for Jeep/Fiat though
What has Chrysler done right?	What Fiat has not changes is good. Most of what fiat has changed is not so good

Ignition switch	
Ignition switch	Ignition switch broken/not working.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
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Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Engine.
Features and Controls	
Features and Controls	Ignition switch.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG1F	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	08/05/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6190510487
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K208563344
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	310507818	Report Version	1	Open Date	12/01/2015
Close Date	12/01/2015	Narrative Date	12/02/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Ease of using system displays while driving	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
How do you feel about the durability of your new vehicle?	4.
Steering and handling (responsiveness, stability)	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Overall audio, entertainment, and navigation system impression	3.
How do you feel about the VALUE of your new car? (i.e.	4.
Interior noise level while driving	4.
Engine sound	4.
Ride quality	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Head/leg/foot room	4.
Location and usefulness of interior lighting	5.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Integration with phones	4.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	3.
Ease of getting into and out of vehicle	5.
Clarity of sound	2.
Difficult driving conditions (adverse weather, off-road)	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Exterior design and appearance (overall impression)	5.

About You

Which, if any, influenced your purchase decision? (check all that apply):	Dealership information. Vehicle test drive. Previous experience with the vehicle/brand.
What is your total household income (before taxes)?	More than \$200,000.
How many children 17 or under live in your household?	0.
Dealership treatment	4.
Secondary vehicle in your household:	\$2000. Secondary Household Vehicle: Purchased New. Honda. 2009.
When considering this vehicle	Visit the dealership.

About You

	Interact with dealership by phone. Test drive the vehicle.
Ability to test drive	4.
Primary vehicle in your household:	2015. Honda. Odyssey. Primary Household Vehicle: Purchased New. 320i. BMW. Primary Considered Vehicle: Used.
Primary vehicle you were considering:	4.
Convenience of dealership location	23-24 mpg.
What is your average miles per gallon (MPG) with your vehicle?	4 year college degree.
Please indicate your highest education level	
Please indicate the primary driver's age.	English.
What is your primary language?	Purchase.
Did you purchase or lease your vehicle?	4.
Price	Ford.
Please tell us about the vehicle you replaced (if applicable)	2010. Explorer.
Please indicate your gender	
Please indicate your occupation.	
Financing options	4.
What is your current marital status?	
Vehicle availability	4.
Vehicle styling	4.
Vehicle quality	5.
Please indicate your ethnicity	
What price did you pay for your vehicle?	42,000
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Suburban.
Vehicle fuel economy	4.
Vehicle performance	5.
Please indicate your occupation status.	

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Was the trouble resolved to your satisfaction?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). told it was functioning properly and that it takes time to get used to.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
How many visits did you make to the dealer?	1 visit.
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Did you review the Printed User Guide?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Other	
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	dont like the gear shift. you have to shift twice to get it in park and sometimes in drive.
To the best of your recollection, the trouble was first noticed:	At delivery.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCGXEC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	11/17/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6287321180
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K317361270
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	310639576	Report Version	1	Open Date	12/02/2015
Close Date	12/02/2015	Narrative Date	12/03/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Please explain further about your choice to recommend your vehicle:	I hate the gear shift function of the vehicle. It is easy to start to get out of the vehicle to find the car moving because you didn't get it in park. I would not buy another Grand Cherokee because of this. I also do not find nearly enough room in the glove box and center console. It has the least amount of storage available than any other vehicle I have seen.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to a desired feature which is not available.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I have 36,700 or so miles on the Jeep and am looking to trade it already. The gear shift selector safety is the biggest reason for my wanting to trade. My wife and I love the vehicle if not for that issue.
You rated vehicle storage and space usage Low. Use this space to provide any specific comments you would like to share.	The comment speaks for itself.

What Can We Do Better?

Feedback/Concerns:	I have already addressed those in the survey. Like I said I would not buy another Grand Cherokee.
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Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	options
Is there anything about your new vehicle you would like to see changed?	The gear shift selector. More, more, more storage in center console and glove box.
Vehicle storage and space usage	1.
What is your attitude overall towards your new car?	3.
Integration with media players	4.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Fuel economy and driving range	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.

Vehicle Satisfaction Ratings	
What is your attitude overall towards the BRAND of your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.

About You	
What is your total household income (before taxes)?	\$150,000 - \$199,999.
How many children 17 or under live in your household?	0.
Secondary vehicle in your household:	1/2 Ton Pickups. Chevrolet. Secondary Household Vehicle: Purchased New.
Primary vehicle in your household:	2014. Grand Cherokee. Jeep. Primary Household Vehicle: Purchased New.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Please indicate the primary driver's age.	██████
Please indicate your ethnicity	██████████
What is your primary language?	English.
Please indicate your occupation.	██████
Please indicate your highest education level	Graduate degree.
Please indicate your gender	████
What is your current marital status?	██████
Did you purchase or lease your vehicle?	Purchase.
Please indicate your occupation status.	██████
Which of the following best describes the area you live in?	Rural.

Welcome	
Please tell us how many miles are currently on your vehicle:	30,000-39,999.
Are you the primary driver of this vehicle?	No.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Transmission and Drivetrain.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG8FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	08/01/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6182521893
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K205561703
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	310768067	Report Version	1	Open Date	11/22/2015
Close Date	12/03/2015	Narrative Date	12/04/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.
Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

Overview

Please explain further about your choice to recommend your vehicle:	Nice car but HATE transmission/gear selector
Was there information needed that was not included in the User Guide?	No
Please provide feedback on how Chrysler can improve the Printed User Guide	None
Please provide feedback on how Chrysler can improve the Smartphone Application	Slow
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Printed User Guide covers the necessary features	5 (strongly agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

What Can We Do Better?

Feedback/Concerns:	Redesign gear shifter and Reimburse me for the \$1,000 deductible I had to pay
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Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	When driving and parking, I would expect to email put vehicle in park, and it's not that obvious
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. Park (P). I have an auto accident already as a result of the POOR design. Is there any compensation due to me?
Why is the gear selector difficult to operate?	Other (please describe).
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Welcome

Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG9FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	08/29/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6218521470
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K177563258
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	310881465	Report Version	1	Open Date	12/04/2015
Close Date	12/04/2015	Narrative Date	12/07/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Rear view styling (rear fascia, bumper)	5.
Seat adjustment and comfort	1.
Fuel economy and driving range	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Ease of using system displays while driving	3.
Safety and visibility while driving	5.
Ride quality	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	1.
Clarity of sound	2.
How do you feel about the durability of your new vehicle?	3.
Steering wheel adjustment	2.
Difficult driving conditions (adverse weather, off-road)	5.
Integration with media players	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering and handling (responsiveness, stability)	4.
Navigation system route accuracy	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Head/leg/foot room	1.
What is your attitude overall towards the BRAND of your new car?	3.
Brake responsiveness/effort	5.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Features/Controls/Displays. Seats. Other. Interior Climate Control. Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Vehicle Exterior.
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Adjustments and Controls

Adjustments and Controls	
Adjustments and Controls	Forward/backward adjustment controls are difficult to understand/use. Memory Seat controls are difficult to understand/use; in a poor location.

About You	
Did you purchase or lease your vehicle?	Lease.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Trade-in allowance	1.
How many children 17 or under live in your household?	0
Primary vehicle you were considering:	2016. 0 Primary Considered Vehicle: New. Honda.
What is your current marital status?	0
Secondary vehicle you were considering:	Secondary Considered Vehicle: New. QX60. Infiniti. 2016.
What year were you born?	0
Please indicate your occupation status.	0
Price	5.
Please tell us about the vehicle you replaced (if applicable)	Subaru. Replaced Vehicle: Purchased New. XV Crosstrek. 2013.
Financing options	5.
Vehicle styling	5.
Please indicate your occupation.	0
Ability to test drive	4.
Please indicate your gender	0
When considering this vehicle	Visit the dealership. Research online. Test drive the vehicle.
Vehicle availability	1.
Convenience of dealership location	3.
Vehicle quality	5.
Please indicate your ethnicity	0
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	Other (please describe). experience all the above is nonsense and a waste of time to find pricing
Which of the following best describes the area you live in?	Suburban.
Vehicle performance	5.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Please indicate your highest education level	4 year college degree.
Dealership treatment	5.
What is your primary language?	English.
Vehicle fuel economy	5.
Please indicate the primary driver's age.	0

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system freezes-up/will not work. Difficulty accessing Points of Interest. Points of Interest not well defined. Navigation system works, but traffic information doesn't work / or is difficult to understand.

Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). when parking its hard to find reverse and when parking I've left the car in reverse

Shifts at wrong times	
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). shift times seem quick, makes me want CVT

Shifts at wrong times

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):

Normal acceleration. just normal driving starting from standing

Overview

Please explain further about your choice to recommend your vehicle:

I never thought I would own a Chrysler product....I'm impressed with this jeep Cherokee and the quality of luxury feel features

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

Which automotive publications do you subscribe to? (check all that apply)

Auto Week.
Car and Driver.
Motor Trend.

Printed User Guide covers the necessary features

4 (agree).

Information in the Printed User Guide is easy to find and access

4 (agree).

Did you review the Owner's Information DVD?

No.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Did you review the Printed User Guide?

Yes.

Please rate your overall level of satisfaction with the Printed User Guide

4 (satisfied).

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Printed User Guide format is easy to understand and use

3 (neither agree nor disagree).

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

No, the issue is related to the design of the vehicle.

Would you recommend this vehicle to family or friends?

Yes.

Forward/backward adjustment controls are difficult to understand/use

Please indicate which of the following best describes your concern (check all that apply):

Difficult to use. seat doesn't go back far enough and I'm only [REDACTED]

Please indicate which seat's controls are difficult to understand/use (check all that apply):

Driver's seat. seat doesn't go far enough back

Please indicate which type of seat controls are difficult to understand/use (check all that apply):

Manual adjustment controls. driver seat should go back further
Memory Seat Function. hard to figure how to set memory

Exterior moldings/trim pieces loose/misaligned/falling off

Additional Comments:

I was able to re-seat no further action required, just makes me wonder if my vehicle was built on a Monday after a long holiday and mechanic didn't take care

Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):

Passenger's side front door. foam rubber gasket not seated, rubber on outside between window and door frame out of poace

Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:

Exterior molding/trim is poorly aligned or fitted.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

To the best of your recollection, the trouble was first noticed:

Within the 1st month after delivery.

What Can We Do Better?

What has Chrysler done right?

the Grand Cherokee seems to have grown in to a quality vehicle, although I have friends with other jeep and Chrysler vehicles will horrible experiences, and bad press I have never trusted Mopar quality and at [REDACTED] years old have seen my share of cars, so again I'm impressed with this Jeep and would think about another after my lease expires.

Feedback/Concerns:

U Connect too expensive.

Features and Controls

Features and Controls

Horn.
Alarm/anti-theft system.
Side window operation/controls.

Headlights not bright enough

Additional Comments:

Its the High beam hat leaves much to desire, when activated the light lifts and shows further but not brighter and I've owned many cars that have had better lighting, I live in the suburbs and this is a big problem for me.

Please describe the trouble you experienced:

Standard Beams are okay

Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location

Please describe conditions when this trouble occurs:

Display font too small

Horn works properly, but is difficult to understand/use

Horn works properly, but is difficult to understand/use	
Additional Comments:	Horn should not be the annunciator for the alarm, it makes my neighbors upset, this should be a tone.

Memory Seat controls are difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. Difficult to understand. Should be intuitive to set, I still don't understand how to set

Welcome	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Navigation system freezes-up/will not work	
Please describe conditions when this trouble occurs:	entering address
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	I live in New York and close to New Jersey and often need to search addresses in that state...there should be a smoother way to switch states in the search also search keyboard has a lot of latency and dims keyboard letters when I can type faster

Side window operation/controls	
Side window operation/controls	Side window works properly, but is difficult to understand/use; controls are in a poor location.

Navigation system works, but traffic information doesn't work / or is difficult to understand	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Traffic information displays, but is difficult to read. should show exactly where on route traffic begins and ends
Additional Comments:	provide a button to offer a re-route around traffic option

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	6
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.

Side window works properly, but is difficult to understand/use; controls are in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. auto up & down too sensitive when I just want to tweak the height

Automatic Transmission	
Automatic Transmission	Shifts at wrong times. Gear selector is difficult to operate (auto. trans.).

Difficulty accessing Points of Interest	
Please describe the trouble with the Points of Interest within the Navigation system	should offer POI
Additional Comments:	POI offer more narrow results based on distance options

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Unpleasant interior smell/odor	
Please indicate the unpleasant interior smell/odor (check all that apply):	Interior materials smell bad. new car smell caused headache for me and my children

Lights	
Lights	Headlights not bright enough.

Displays and Instruments	
Displays and Instruments	Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location.

Other	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.

Other	
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	rear camera gets wet too easily and should be moved away from snow rain etc.
Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Exterior moldings/trim pieces loose/misaligned/falling off.
Features/Controls/Displays>Features and Controls>Horn>	
Horn	Horn works properly, but is difficult to understand/use.
Odor/smell	
Odor/smell	Unpleasant interior smell/odor.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJECGXFC	Model Year	2015	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY	
Built Date	09/09/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6216521775
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K239561485
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	310881732	Report Version	1	Open Date	12/04/2015
Close Date	12/04/2015	Narrative Date	12/07/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

How many children 17 or under live in your household?	0.
Vehicle performance	5.
Please tell us about the vehicle you replaced (if applicable)	Jeep. 2012. Grand Cherokee.
Please indicate your occupation.	
Ability to test drive	5.
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership.
Secondary vehicle in your household:	RX 330. Lexus. 2004.
What is your total household income (before taxes)?	More than \$200,000.
Price	3.
Vehicle fuel economy	4.
What is your current marital status?	
Please indicate your occupation status.	
Primary vehicle you were considering:	Jeep. 2015. Grand Cherokee.
Primary vehicle in your household:	2015. Grand Cherokee. Jeep. Primary Household Vehicle: Purchased New.
Convenience of dealership location	3.
Please indicate the primary driver's age.	
Which of the following best describes the area you live in?	Urban.
Trade-in allowance	4.
Dealership treatment	4.
Please indicate your highest education level	4 year college degree.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Financing options	1.
Is this your first new vehicle ever purchased / leased?	No.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Please indicate your gender	Male.
Vehicle quality	5.
Vehicle styling	5.
Please indicate your ethnicity	
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
Vehicle availability	3.

Overview

If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Printed User Guide?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Did you review the Owner's Information DVD?	No.

Other	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please describe the other trouble you experienced:	I don't like the shift knob design. Very often when shifting out of park, I go right past reverse and go to neutral. Conversely, when shifting out of drive, usually I have to push the knob several times to get it to go up to park. Other times when I am shifting from drive to reverse, it goes all the way to park. So far it is a minor nuisance, but a nuisance nonetheless.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe conditions when this trouble occurs:	When shif ing

Vehicle Satisfaction Ratings	
Rear view styling (rear fascia, bumper)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Ride quality	4.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Ease of using system displays while driving	5.
Vehicle storage and space usage	5.
Integration with media players	4.
Clarity of sound	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	shift know and ability to interact with iphones better
Support for popular music/video formats	4.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior noise level while driving	4.
Engine sound	4.

Vehicle Satisfaction Ratings	
Ease of getting into and out of vehicle	5.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJCT9FC	Model Year	2015	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY	
Built Date	02/19/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 MDS VVT ENGINE				Serial#	6351411493
Transmission	DFK	8-SPD AUTO 8HP70 TRANS (BUY-US)				Serial#	N044575049
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	311288886	Report Version	1	Open Date	12/10/2015
Close Date	12/10/2015	Narrative Date	12/11/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	6 s
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.

What Can We Do Better?	
What has Chrysler done right?	best looking suv v-8 available good gas mileage for a v-8
Feedback/Concerns:	reduce functions/features so that it doesn't take years to learn them all

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
Please indicate which words, if any, are constantly misrecognized:	cancel
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.

Overview	
Please provide feedback on how Chrysler can improve the Printed User Guide	KISS
Which feature or section of the Printed User Guide did you find least helpful and why?	referring user to other sections
Printed User Guide format is easy to understand and use	1 (strongly disagree).
Information in the Printed User Guide is easy to find and access	1 (strongly disagree).
Printed User Guide covers the necessary features	1 (strongly disagree).
Please rate your overall level of satisfaction with the Printed User Guide	1 (very dissatisfied).
If our team has any additional questions about your responses, would you accept further contact?	No.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). corvette, kit car
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

Compass works properly, but is difficult to understand/use; controls/displays are in a poor location	
Please describe conditions when this trouble occurs:	lettering too small

Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location	
Please describe conditions when this trouble occurs:	lettering too small

Voice Activation / Recognition doesnt recognize command	
Additional Comments:	prob occurs when when when steering wheel buttons inadverly touched
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When stating a name.

Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Additional Comments:	to learn about all these functions you'd have to go into training for 6 mos

Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.
Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):	Other (please describe). the number of functions is just too overwhelming
Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Exterior light controls work properly, but difficult to understand/use; in a poor location	
Please indicate which exterior light feature's controls are difficult to understand/use; are in a poor location (check all that apply):	Automatic light control. Fog light switch. Headlight/parking light switch. Hi-beam switch.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to understand.
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	Operation of key fob is confusing/doesn't make sense.
Displays and Instruments	
Displays and Instruments	Compass works properly, but is difficult to understand/use; controls/displays are in a poor location. Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location.
Features and Controls	
Features and Controls	Cruise control system. Ignition switch. Light switches/controls.
Cruise control system	
Cruise control system	Cruise control system works properly, but difficult to understand/use; controls in a poor location.
Cruise control system works properly, but difficult to understand/use; controls in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to understand. Difficult to use.
Please indicate why the cruise control system controls are difficult to understand/use; are in a poor location (check all that apply):	Operation of key fob is confusing/doesn't make sense.
Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.
Please indicate why the front screen is difficult to understand/use (check all that apply):	Other (please describe). too much
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Features/Controls/Displays. Other. Seats. Transmission and Drivetrain.
Light switches/controls	
Light switches/controls	Exterior light controls work properly, but difficult to understand/use; in a poor location.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location.

Hard Controls/Menu	
Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.	

Ignition switch works properly, but is difficult to understand/use; is in a poor location	
Please indicate why the ignition switch is difficult to understand/use; is in a poor location (check all that apply):	Ignition switch is not easy to reach.
Please indicate which of the following best describes your concern (check all that apply):	Poor location. can not see switch

Ignition switch	
Ignition switch	Ignition switch works properly, but is difficult to understand/use; is in a poor location.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Neutral (N). goes to neutral when you want R Other (please explain in Additional Comments box below). not intuitive..you have to look at shifter Park (P). Reverse (R).

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Uconnect Access	
Uconnect Access	Uconnect Access Application.

Uconnect Access Application	
Uconnect Access Application	Uconnect Access features are confusing.

Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEAGXFC	Model Year	2015	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	02/21/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6044520497
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K049563661
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	311412574	Report Version	1	Open Date	12/11/2015
Close Date	12/11/2015	Narrative Date	12/14/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on High Rated Items

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	Love all aspects of car, performance, ride, looks, and technology
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Performance, ride, technology, gas mileage
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	All aspects pleased me more than pick-up trucks I started out looking at and OK there SUVs I ended up looking at
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	No problems, no rattling, no decline in performance, nothing out of alignment or falling off
You rated ride quality High. Use this space to provide any specific comments you would like to share.	Rides like a luxury car
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	She answers when I demand of her.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Good tight turning radius. Hugs the curves and stable in curves
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Does not have overpowering bass, but sound is clear and full.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Elegant, smooth looks while still appearing aggressive
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Love the heated steering wheel.
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	For some voice systems like hearing a text message, I still have to manually make a sektion
You rated engine sound High. Use this space to provide any specific comments you would like to share.	Quiet but strong and consistent in response to demands
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	Good comeback for Jeep. Styling is pleasing once more to me.
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	No pressure
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	Same as above

About You

Vehicle styling	5.
Which, if any, influenced your purchase decision? (check all that apply):	Image that the vehicle portrays. Vehicle test drive. Lifestyle. Previous experience with the vehicle/brand.
Please indicate your gender	
What is your current marital status?	
Price	3.
Please indicate your occupation.	Professional Specialty.
Vehicle performance	5.
Primary vehicle you were considering:	Chevrolet. 1500 Pickups. Primary Considered Vehicle: New. Secondary Considered Vehicle: New.
Secondary vehicle you were considering:	X5. 2015. BMW.
Vehicle availability	3.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. BMW.

About You

When considering this vehicle

Please tell us about the vehicle you replaced (if applicable)

What price did you pay for your vehicle?

Is this your first new vehicle ever purchased / leased?

What is your average miles per gallon (MPG) with your vehicle?

Vehicle quality

Which of the following best describes the area you live in?

How many children 17 or under live in your household?

Please indicate the primary driver's age.

Convenience of dealership location

Dealership treatment

Please indicate your highest education level

Please indicate your occupation status.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Trade-in allowance

Ability to test drive

What is your primary language?

What year were you born?

Please indicate your ethnicity

Did you purchase or lease your vehicle?

524 - 528 - 535 - 635 - 735.

Visit the dealership.

Test drive the vehicle.

Sebring.

2008.

Chrysler.

Replaced Vehicle: Purchased Used.

40K

No.

21-22 mpg.

5.

Suburban.

0.

██████

1.

4.

4 year college degree.

██████████

One I liked was sold

1.

5.

English.

████

██████████████████.

Purchase.

Vehicle Satisfaction Ratings

Interior comfort, design and appearance of interior (overall impression)

5.

Seat adjustment and comfort

5.

Climate control operation (function and ease of use)

5.

Rear view styling (rear fascia, bumper)

5.

Engine sound

5.

Front view styling (front fascia, hood, grille, headlight area)

5.

Wheels, rims, and tires appearance and styling

5.

Integration with media players

5.

Steering wheel adjustment

5.

How was your purchasing experience (the dealer/dealership)?

5.

What is your attitude overall towards your new car?

5.

Overall audio, entertainment, and navigation system impression

4.

Integration with phones

4.

Brake responsiveness/effort

4.

How do you feel about the VALUE of your new car? (i.e.

5.

Clarity of sound

5.

Is there anything about your new vehicle you would like to see changed?

Add back-up and parking cameras and mirrors with blind spot detection

What is your attitude overall towards the BRAND of your new car?

5.

Fuel economy and driving range

4.

Transmission gear change performance (smoothness)

5.

Difficult driving conditions (adverse weather, off-road)

5.

Engine exhaust sound

5.

What are your favorite parts of your new vehicle?

All parts

Navigation system route accuracy

5.

Exterior design and appearance (overall impression)

5.

Side/profile view styling (driver's side or passenger's side exterior area)

5.

Headlight illumination/performance during night-time driving

5.

Ease of using system displays while driving

5.

Ease of getting into and out of vehicle

5.

Interior noise level while driving

5.

Ride quality

5.

Vehicle storage and space usage

5.

Head/leg/foot room

5.

Operating controls while driving (gear selector, turn signals, horn, etc.)

5.

Location and usefulness of interior lighting

5.

Steering and handling (responsiveness, stability)

5.

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	5.
Safety and visibility while driving	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Engine performance during acceleration	5.

Overview	
Did you review the Printed User Guide?	Yes.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Please explain further about your choice to recommend your vehicle:	Great Jeep, Good looks, great handling, great ride, good mileage, classy. Good acceleration, holds it's own in traffic, Love the vehicle!
Smartphone Application covers the necessary features	5 (strongly agree).
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). N/A
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Other	
Please describe conditions when this trouble occurs:	N/A
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	Better coverage in side mirrors for blind spots. I added blind spot reflectors
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

What Can We Do Better?	
What has Chrysler done right?	Made me love Jeep again, proud to sit behind the wheel, and driving a delight.
Feedback/Concerns:	Electronic shifting is a little clumsy when doing quick stop and reversal of direction. Might be just getting used to how it works, but I stopped suddenly several times and tried to shift to reverse and it took several attempts to make the shift. I do not think that I was nervous, but.....

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Concern that gear shifting from drive to reverse was hit and miss after a sudden stop.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG2EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/27/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6045421942
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K053463197
Color	PGZ	BLACK FOREST GREEN PEARL COAT					

Report Number		System Key	311413205	Report Version	1	Open Date	12/11/2015
Close Date	12/11/2015	Narrative Date	12/14/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Climate control operation (function and ease of use)	2.
Difficult driving conditions (adverse weather, off-road)	3.
Engine performance during acceleration	1.
Support for popular music/video formats	2.
What is your attitude overall towards the BRAND of your new car?	3.
Appearance of exterior paint	3.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Brake responsiveness/effort	1.
Headlight illumination/performance during night-time driving	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Navigation system route accuracy	1.
Steering wheel adjustment	1.
Integration with phones	3.
Clarity of sound	4.
Integration with media players	4.
Fuel economy and driving range	2.
Ease of using system displays while driving	3.
Engine exhaust sound	3.
Overall audio, entertainment, and navigation system impression	4.
Transmission gear change performance (smoothness)	1.
Ease of getting into and out of vehicle	3.
Ride quality	3.
What is your attitude overall towards your new car?	1.
Steering and handling (responsiveness, stability)	2.
Rear view styling (rear fascia, bumper)	4.
Engine sound	3.
Safety and visibility while driving	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
How do you feel about the durability of your new vehicle?	1.
How do you feel about the VALUE of your new car? (i.e.	1.
Vehicle storage and space usage	3.
Head/leg/foot room	3.
Location and usefulness of interior lighting	3.
Interior noise level while driving	4.
How was your purchasing experience (the dealer/dealership)?	3.
Interior comfort, design and appearance of interior (overall impression)	2.
Seat adjustment and comfort	2.

Overview

How many visits did you make to the dealer?	3 visits.
Would you recommend this vehicle to family or friends?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Was the trouble resolved to your satisfaction?	No.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Printed User Guide?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Please explain further about your choice to recommend your vehicle:	I've steered family members away from this and they have purchased Ford Explorer.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Manual sport mode, if equipped (M +/-). Park (P). Neutral (N). Drive 2 (2). Drive 3 (3). All positions. Drive (D). Stops in neutral before going into drive so it's never a smooth process then when selecting drive from neutral vehicle goes to sport mode. Terrible, terrible design Reverse (R). Stops at reverse when selecting park. Exited vehicle many times to find vehicle rolling back. Not acceptable. Person or team who designed this should be fired. It's an accident waiting to happen.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Terrible design Jeep
How often does this trouble occur?	Trouble occurs regularly.
Slips/will not engage gear properly/shifts erratically	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Maintaining a fairly constant speed on level roads. Deceleration. Coasting (no gas pedal applied).
Going into which gear/gears does the trouble occur? (check all that apply):	3rd Gear. 2nd Gear. 4th Gear. 1st Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90°. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Are you using your vehicle for towing when the problem occurs?	No.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Shift between gears is rough/harsh under normal driving conditions	
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear.

Shift between gears is rough/harsh under normal driving conditions

	3rd Gear. 2nd Gear. 4th Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Coasting (no gas pedal applied). Maintaining a fairly constant speed on level roads. Normal acceleration. City driving/stop-and-go traffic.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Oil smell, shifter issues, transmission shifting. Lemon law

Shifts at wrong times

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Maintaining a fairly constant speed on level roads. Freeway/highway driving. Coasting (no gas pedal applied). Deceleration. Normal acceleration. City driving/stop-and-go traffic.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. 3rd Gear. 5th Gear. 8th Gear. 4th Gear. 2nd Gear. 6th Gear. 7th Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Are you using your vehicle for towing when the problem occurs?	No.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Hesitation or delay when shifting between gears

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Coasting (no gas pedal applied). Deceleration. Freeway/highway driving. Normal acceleration.

Hesitation or delay when shifting between gears	
To the best of your recollection, the trouble was first noticed:	City driving/stop-and-go traffic. Within the 1st month after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 1st Gear. 3rd Gear. 4th Gear.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Automatic Transmission	
Automatic Transmission	Shifts at wrong times. Hesitation or delay when shifting between gears. Slips/will not engage gear properly/shifts erratically. Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions.
Driving Mode Selector works, but is difficult to understand/use; is in a poor location	
Please indicate why the selector is difficult to understand/use; in a poor location (check all that apply):	Controls require too much effort/force to operate. Operation of key fob is confusing/doesn't make sense. Controls require too much attention (must take eyes off the road) to operate.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. This system is terrible to use and dangerous, I've engaged the vehicle in park multiple times and exited the vehicle to find it rolling back because it stopped at reverse. I dislike this vehicle greatly because of this shifter. With this potential danger of this system I have no idea how its allowed.
Additional Comments:	Would not purchase this vehicle again due to this system. Extremely poor design.
Axle(s)	
Axle(s)	Axle makes whining, howling, clunking, or grinding noises.
Axle makes whining, howling, clunking, or grinding noises	
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
The trouble occurs at these speeds (check all that apply):	At low speeds (0-45 mph), while accelerating. At low speeds (0-45 mph), while coasting (no brake or gas).
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Features and Controls	
Features and Controls	Driving Mode Selector.
Driving Mode Selector	
Driving Mode Selector	Driving Mode Selector works, but is difficult to understand/use; is in a poor location.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Features/Controls/Displays.
What Can We Do Better?	
Feedback/Concerns:	I forgot to mention there is also a strong oil odor in vehicle
What has Chrysler done right?	Not much for his current model. I use to be a Jeep fan and have owned at least 6 of them. But I would not purchase again due to the many issues with this vehicle.
About You	
Did you purchase or lease your vehicle?	Purchase.
Is this your first new vehicle ever purchased / leased?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG9EC	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	12/15/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6338320165
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K345361213
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number		System Key	311559676	Report Version	3	Open Date	12/14/2015
Close Date	12/14/2015	Narrative Date	12/17/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

front cloth seats, not very comfortable on long trips, stain easily ; transmission

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	front of vehicle, driver and front passenger seats, AUTOMATIC SHIFTER IS A MUST CHANGE
What are your favorite parts of your new vehicle?	performance, ride quality, quietness, steering wheel, remote start
Front view styling (front fascia, hood, grille, headlight area)	2.
Seat adjustment and comfort	2.
Transmission gear change performance (smoothness)	2.
Ride quality	2.
Integration with media players	3.
Fuel economy and driving range	3.
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Appearance of exterior paint	4.
Wheels, rims, and tires appearance and styling	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine exhaust sound	4.
What is your attitude overall towards your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards the BRAND of your new car?	4.
Ease of using system displays while driving	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Headlight illumination/performance during night-time driving	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.
Please provide us with a phone number you can be reached at during daytime hours. Thank you. I have more ideas for improvement.

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

Overview

Yes, by phone or e-mail.

What Can We Do Better?

put the seats hat are in the cherokee into the Grand Cherokee

Entertainment/Navigation System/Connectivity	
<p> View details </p>	<p> View details </p>

Verizon Wireless.

Detail on High Rated Items

The Handling. I feel like Im driving a sports car. It is Fun!!

Gear selector is difficult to operate (auto. trans.)

Trouble occurs regularly.

About You

Suburban.

Welcome

40 000-49 999

Welcome

Are you the primary driver of this vehicle?

Yes.

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

Yes.

Shifts at wrong times

To the best of your recollection, the trouble was first noticed:

9-12 months into ownership.

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):

Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.

Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90°.

Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.

Approximate mileage when trouble was first noticed was:

Less than 10,000.

Are you using your vehicle for towing when the problem occurs?

No.

Going into which gear/gears does the trouble occur? (check all that apply)

Not sure.

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):

Other (please describe). when a sudden change of speed is required either accelerating or decelerating

How often does this trouble occur?

Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Entertainment/Navigation System/Connectivity.

Transmission and Drivetrain.

Automatic Transmission

Automatic Transmission

Gear selector is difficult to operate (auto. trans.).

Hesitation or delay when shifting between gears.

Shifts at wrong times.

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth system has poor sound quality at far end.

Hands-Free Phone / Bluetooth system loses connection.

Hands-Free Phone / Bluetooth system phonebook does not work correctly.

Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Voice Activation / Recognition

Voice Activation / Recognition

Voice Activation / Recognition doesn't recognize command.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG8FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/22/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6043521598
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K050563049
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	311559866	Report Version	3	Open Date	12/14/2015
Close Date	12/14/2015	Narrative Date	12/17/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

What Can We Do Better?	
What has Chrysler done right?	Comfortable and confident ride
Feedback/Concerns:	Jeep Grand Cherokee is a Fantastic vehicle.

Other	
Please describe the other trouble you experienced:	Heated Seats and Heated Steering wheel control buttons should be a physical button rather than a soft button in the display screen. Transmission - Gear shift is confusing between Reverse and Parking.
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Satisfaction Ratings	
What is your attitude overall towards the BRAND of your new car?	5.
Climate control operation (function and ease of use)	1.
How was your purchasing experience (the dealer/dealership)?	1.
Ease of using system displays while driving	3.
Rear view styling (rear fascia, bumper)	3.
Wheels, rims, and tires appearance and styling	3.
Integration with phones	4.
Navigation system route accuracy	4.
Support for popular music/video formats	4.
Vehicle storage and space usage	4.
Location and usefulness of interior lighting	4.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Overview	
Please explain further about your choice to recommend your vehicle:	Jeep Grand Cherokee is a fantastic vehicle with little design features that need to be improved. Also the Key fob has a poor design, it activates the Panic function unexpectedly as this button has flat design.
Printed User Guide format is easy to understand and use	2 (disagree).
DVD format is easy to understand and use	2 (disagree).
The Smartphone Application format is easy to understand and use	2 (disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to a desired feature which is not available.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
About You	
Please tell us about the vehicle you replaced (if applicable)	2011. Cadillac. Replaced Vehicle: Purchased New. SRX.
Did you purchase or lease your vehicle?	Lease.
Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location	
Please indicate why the heated steering wheel is difficult to understand/use; controls in a poor location (check all that apply):	Controls are difficult to locate. Heated Seats and Heated Steering wheel control buttons should be a physical button rather than a soft button in the display screen.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Interior Climate Control. Other. Transmission and Drivetrain.
Features and Controls	
Features and Controls	Heated Steering Wheel.
Heated Steering Wheel	
Heated Steering Wheel	Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG4EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/29/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6289321673
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K301361465
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	311637193	Report Version	2	Open Date	12/15/2015
Close Date	12/15/2015	Narrative Date	12/17/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on Low Rated Items

You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share. shifting is confusing

You rated engine performance during acceleration Low. Use this space to provide any specific comments you would like to share. the is no pick up - it is delayed

Overview

Please explain further about your choice to recommend your vehicle:	The gear shift is a problem - still not used to it. Takes concerted effort to be sure you are in park or drive and not S. Safety issue for me. Push up like am ready to put in Park, but have only made it to R. Happens often. Also, don't like the radio staying on when the car is turned off. Think this is something I can program to change - in this configuration, it is sometimes difficult to tell if the jeep was turned off or still running. Issues around this as well.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please provide feedback on how Chrysler can improve the Printed User Guide	didn't study much - all seems fine - no issues
Please provide feedback on how Chrysler can improve the Smartphone Application	Not sure what you are asking - I link my phone to the car for calls and texts come through as well. Would love to turn the text off. Do not need my passengers hearing what text come in

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	the look, steering warmer, the comfort of the ride (not the drive)
Engine performance during acceleration	1.
Transmission gear change performance (smoothness)	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
What is your attitude overall towards your new car?	2.
Headlight illumination/performance during night-time driving	3.
Interior noise level while driving	3.
Seat adjustment and comfort	3.
Overall audio, entertainment, and navigation system impression	4.
Clarity of sound	4.
Ease of using system displays while driving	4.
Integration with phones	4.
Navigation system route accuracy	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.

Vehicle Satisfaction Ratings	
Climate control operation (function and ease of use)	4.
Engine sound	4.
Engine exhaust sound	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Difficult driving conditions (adverse weather, off-road)	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards the BRAND of your new car?	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Steering wheel adjustment	5.
Ride quality	5.
How do you feel about the durability of your new vehicle?	5.
Is there anything about your new vehicle you would like to see changed?	-pick up, gear shifting, passenger seat, rear lift, ignition turn off immediate

Liftgate is difficult to open/close	
Approximate mileage when trouble was first noticed was:	10,000-19,999.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to close. internal button works sporadicaly Difficult to open. latch works - needs a heavy pull as auto doesn't kick in
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	bothers me - a problem and then it starts working again????
Please describe conditions when this trouble occurs:	off and on - no pattern

Liftgate latch works, but is difficult to operate	
Approximate mileage when trouble was first noticed was:	10,000-19,999.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Why is the door handle/latch difficult to operate? (check all that apply):	Requires too much effort/force to operate.
How often does this trouble occur?	Trouble occurs regularly.

Welcome	
Please tell us how many miles are currently on your vehicle:	30,000-39,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

About You	
Primary vehicle in your household:	5 Series. BMW. Primary Household Vehicle: Purchased Used.
Please indicate the primary driver's age.	██████
Secondary vehicle in your household:	600 Series. Mercedes-Benz. Secondary Household Vehicle: Purchased Used.
Please indicate your ethnicity	██████████
What is your primary language?	English.
Please indicate your gender	██████
Please indicate your highest education level	Graduate degree.
Did you purchase or lease your vehicle?	Lease.
What is your current marital status?	██████
Please indicate your occupation status.	██████
Which of the following best describes the area you live in?	Suburban.

Engine power is less than expected	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Trouble occurs while vehicle is (check all that apply):	Accelera ing. City driving/stop-and-go traffic.

Engine power is less than expected

	Cruising/holding a steady speed on an uphill grade. Freeway/highway driving. Going down an incline. Going up an incline. Long after vehicle start-up. Soon after vehicle start-up. Less than 10,000.
Approximate mileage when trouble was first noticed was:	
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	I believe it is related to energy saving - but has the worst pick up - my husband is afraid to change lanes
Please describe conditions when this trouble occurs:	it just has POOR pick up! Delay.

Liftgate is broken/not working

To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please describe the trouble you experienced (check all that apply):	Liftgate does not activate remotely. sporadic - no pattern recognized
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity. Interior Climate Control. Seats. Vehicle Exterior.
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Engine Power

Engine power	Engine power is less than expected.
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Liftgate

Liftgate	Liftgate is broken/not working. Liftgate is difficult to open/close. Liftgate latch works, but is difficult to operate.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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What Can We Do Better?

Feedback/Concerns:	- pick up - gear shifting - rear lift - ignition off/radio off - more controls for passenger seat
What has Chrysler done right?	-steering wheel warmer - overall look and design/roominess -gotten use to touch pad control panel and like it (except getting texts)

[Vehicle Lookup](#)

Customer Complaint Report

VIN	1C4RJFBG1FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/09/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6027520067
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K036561806
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	311740762	Report Version	1	Open Date	12/16/2015
Close Date	12/16/2015	Narrative Date	12/17/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What year were you born? 0.

How many children 17 or under live in your household? 2002.

Please tell us about the vehicle you replaced (if applicable) Grand Cherokee.

Primary vehicle in your household: Jeep.

Primary vehicle you were considering: 2014.

Please indicate your highest education level Honda.

Please indicate the primary driver's age. Odyssey.

Please indicate your ethnicity Primary Household Vehicle: Purchased New.

Which, if any, influenced your purchase decision? (check all that apply): 2015.

Please indicate your occupation status. Highlander.

What is your primary language? Toyota.

Please indicate your occupation. 4 year college degree.

When considering this vehicle Dealer/Salesperson interaction.

Please indicate your gender Edmunds.

What is your current marital status? Internet research.

What is your total household income (before taxes)? Previous experience with the vehicle/brand.

Is this your first new vehicle ever purchased / leased? Price/Purchase Terms/Financing.

Did you purchase or lease your vehicle? Vehicle test drive.

Which of the following best describes the area you live in? .

Electronic gear shift some imes does not go into park...jeep has rolled off one time and started to roll 2-3 times.

Printed User Guide format is easy to understand and use 3 (neither agree nor disagree).

Information in the Printed User Guide is easy to find and access 3 (neither agree nor disagree).

Printed User Guide covers the necessary features 3 (neither agree nor disagree).

Please rate your overall level of satisfaction with the Printed User Guide 3 (neither satisfied nor dissatisfied).

Did you review the Owner's Information DVD? No.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Which automotive publications do you subscribe to? (check all that apply) None or other (if other, please describe).

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained? Other (please explain further, if applicable).

Overview

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.

What Can We Do Better?	
What has Chrysler done right?	Everything else is great!
Feedback/Concerns:	Seat belt strap could be raised a little more on the side wall to make it easier to reach and pull down (Look at Honda Odyssey) Shifting into park with electronic gear shift can be a problem if you are not totally on guard..maybe a better design????

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	3.
Integration with phones	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine sound	4.
Engine exhaust sound	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards the BRAND of your new car?	4.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Engine performance during acceleration	5.
How was your purchasing experience (the dealer/dealership)?	5.

Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG0E0	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	08/02/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	6201311230	
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			Serial#	K210363550	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	311638441	Report Version	2	Open Date	12/15/2015
Close Date	12/15/2015	Narrative Date	12/17/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What year were you born?

What is your total household income (before taxes)? \$100,000 - \$124,999.

How many children 17 or under live in your household? 0.

What is your average miles per gallon (MPG) with your vehicle? 19-20 mpg.

Secondary vehicle in your household: 2014.
Acura.
RDX.
Secondary Household Vehicle: Purchased New.

Please indicate the primary driver's age.

Please indicate your ethnicity

Please indicate your occupation status.

What is your primary language? English.

Please indicate your occupation.

Please indicate your highest education level High school degree / GED.

Please indicate your gender

What is your current marital status?

Did you purchase or lease your vehicle? Purchase.

Which of the following best describes the area you live in? Rural.

Engine fluid leaks

Please describe conditions when this trouble occurs: all the time

Additional Comments: it is fixed. it was just a small part

To the best of your recollection, the trouble was first noticed: 12-18 months into ownership.

Approximate mileage when trouble was first noticed was: 30,000-39,999.

Which fluid is leaking? Engine oil.

Where does fluid appear to be leaking from? Rear of engine (where the transmission attaches to the engine).

How often does this trouble occur? Trouble occurs regularly.

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs: almost everytime i park it

Additional Comments: The electronic shifter doesnt work

To the best of your recollection, the trouble was first noticed: 9-12 months into ownership.

Approximate mileage when trouble was first noticed was: Less than 10,000.

Why is the gear selector difficult to operate? Operation of gear selector is confusing/doesn't make sense.

Going into which position is the gear selector difficult to operate? (check all that apply): Park (P). I push the gear selector into park and it either doesn't move or it goes into neutral

Reverse (R). when i push the gear selector into reverse it goes into park or neutral

How often does this trouble occur? Trouble occurs regularly.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle? comfort

Is there anything about your new vehicle you would like to see changed? quit shrinking the rear cargo area. It seems like every new jeep i get the rear cargo area is smaller. A set of golf clubs no longer fit side to side making it difficult when i travel with my golf group.

Operating controls while driving (gear selector, turn signals, horn, etc.) 3.

Interior comfort, design and appearance of interior (overall impression) 4.

Vehicle storage and space usage 4.

Overall audio, entertainment, and navigation system impression 5.

Clarity of sound 5.

Ease of using system displays while driving 5.

Vehicle Satisfaction Ratings	
Integration with phones	5.
Integration with media players	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.

What Can We Do Better?	
What has Chrysler done right?	I love everything about my jeep I think the navigation system was a substantial upgrade from my last jeep. the ride the handling and the quality are outstanding.
Feedback/Concerns:	just the shifter and the paddles.

Overview	
Please explain further about your choice to recommend your vehicle:	i love my jeep. you need to fix the electronic shifter and the paddle system.
How many visits did you make to the dealer?	1 visit.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Were the trouble(s) repaired or explained?	Fully.
Did you review the Printed User Guide?	No.
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.

Shifting paddles/buttons difficult to operate
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Shifting paddles/buttons difficult to operate	
Additional Comments:	once you use the paddles the only way to get out of it is to go into sport drive and back. it should reset at a stop.
Please describe conditions when this trouble occurs:	when i use the paddles the car always goes into 1st gear at a stop. it should go back into automatic again.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	rear cargo storage area should hold golf clubs side to side.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	the shifter and the paddles. [REDACTED]. contact me anytime.
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Welcome	
Please tell us how many miles are currently on your vehicle:	40,000-49,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.

Engine Fluids (leaks, excessive oil consumption)	
Engine Fluids (leaks, excessive oil consumption)	Engine fluid leaks.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG8FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	09/15/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6232520278
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K252561676
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	311740646	Report Version	1	Open Date	12/16/2015
Close Date	12/16/2015	Narrative Date	12/17/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.
Is there anything about your new vehicle you would like to see changed?	auto retract side mirrors when in park
What are your favorite parts of your new vehicle?	lights / comfort
Ease of using system displays while driving	3.
Vehicle storage and space usage	3.
Climate control operation (function and ease of use)	3.
Integration with phones	4.
Integration with media players	4.
Interior noise level while driving	4.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.

About You

Primary vehicle you were considering:	Audi. Primary Considered Vehicle: New. Q7. 2015.
Please indicate your ethnicity	
Primary vehicle in your household:	Chrysler. Primary Household Vehicle: Purchased New.

About You	
Please tell us about the vehicle you replaced (if applicable)	Town & Country. 2013. Edge. Ford. Replaced Vehicle: Purchased New. 2012. Employed. English. [REDACTED] Manufacturer?s website. Recommendations from friends or family. Value for the money. [REDACTED]
Please indicate your occupation status.	No.
What is your primary language?	Other.
Please indicate your gender	Purchase.
Which, if any, influenced your purchase decision? (check all that apply):	Research online.
	Suburban.
What is your current marital status?	\$45k
Is this your first new vehicle ever purchased / leased?	[REDACTED]
Please indicate your occupation.	\$150,000 - \$199,999.
Did you purchase or lease your vehicle?	1.
When considering this vehicle	1.
Which of the following best describes the area you live in?	1.
What price did you pay for your vehicle?	1.
What year were you born?	1.
What is your total household income (before taxes)?	21-22 mpg.
Convenience of dealership location	3.
Trade-in allowance	3.
Financing options	4.
Ability to test drive	4.
Dealership treatment	4.
What is your average miles per gallon (MPG) with your vehicle?	4 year college degree.
Vehicle availability	[REDACTED]
Vehicle fuel economy	5.
How may children 17 or under live in your household?	
Price	
Vehicle performance	
Vehicle styling	
Please indicate your highest education level	
Please indicate the primary driver's age.	
Vehicle quality	

Overview	
Were the trouble(s) repaired or explained?	Fully.
Please let us know why you have not referred to the Owner's Manual? (check all that apply)	Have not referenced the owner?s manual because the features of my vehicle are easy to understand and use.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Was the trouble resolved to your satisfaction?	No.
Have you requested a paper version of the owner manual?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. Original deal was far away.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	If the issue was a software update, I wish I could upgrade the software without having to bring it in. Or I would liek to see an "Over the air Update".
How many visits did you make to the dealer?	1 visit.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control.

Contact Me

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
What Can We Do Better?	
What has Chrysler done right?	Great truck
Feedback/Concerns:	I wish I was notified when there are warranty issues so I can see if I wanted them fixed. I don't always want to wait for oil changes.
Detail on High Rated Items	
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Hard to clean the top of the back window. Car washes don't seem to reach it.
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	I wish the NAV would give me more of a birdseye view for longer trips. I have the setting set to "far" but it's still not far enough for long trips. I have the "minus" button too many times to see the entire trip.
You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.	If I charge my phone through the USB, it automatically plays the media on my phone. Not helpful if I just want to charge my phone.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Sometimes the gear select is tricky to land on reverse. I've accidentally moved it to neutral more times than I would like.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	The heated seats are difficult to click through. Would be nice if they were hard buttons. It would also be nice if my calendar on my phone synced with the nav so I could just click on the address and the NAV would take me there.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Other than a few tweaks, I love the truck

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG5FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	02/14/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6031520177
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K044561828
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	311740822	Report Version	1	Open Date	12/16/2015
Close Date	12/16/2015	Narrative Date	12/17/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Please provide feedback on how Chrysler can improve the Smartphone Application	Application is slow to download phone book from phone and takes an inordinate amount of time to recognize and respond to voice prompts.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Printed User Guide covers the necessary features	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Smartphone Application covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, issue is minor/no further explanation or fix is needed.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Hesitation or delay when shifting between gears

Please describe conditions when this trouble occurs:	Early morning when first leaving the house
Additional Comments:	I don't consider it a trouble just annoying
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. Leaving the driveway the strands shift lurches
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Soon after vehicle start-up.
How often does this trouble occur?	Trouble occurs regularly.

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	Inconsistent pressure applied to the shifter. Sometimes it shifts into the right gear and sometimes it doesn't.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Shifting into park, reverse and drive is inconsistent
How often does this trouble occur?	Trouble occurs regularly.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Low beam headlights are not very bright. I'm always using the high beams.

Vehicle Satisfaction Ratings	
What are your favorite parts of your new vehicle?	The engine performance/ fuel mileage
Headlight illumination/performance during night-time driving	2.
Integration with phones	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Transmission gear change performance (smoothness)	4.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Ease of using system displays while driving	5.
Integration with media players	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

About You	
What is your total household income (before taxes)?	\$150,000 - \$199,999.
How many children 17 or under live in your household?	0
Please tell us about the vehicle you replaced (if applicable)	2012. Grand Cherokee. Jeep. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	2015. Grand Cherokee. Jeep. Primary Considered Vehicle: New.
Secondary vehicle you were considering:	2015. Jeep. Secondary Considered Vehicle: New. Wrangler Unlimited.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Financing options	3.
Vehicle availability	4.
Convenience of dealership location	4.
Ability to test drive	4.
Please indicate your highest education level	4 year college degree.
Price	5.
Trade-in allowance	5.

About You

Dealership treatment	5.
Vehicle quality	5.
Vehicle performance	5.
Vehicle styling	5.
Vehicle fuel economy	5.
Please indicate the primary driver's age.	██████
Please indicate your ethnicity	██████
Please indicate your occupation status.	Employed.
What is your primary language?	English.
When considering this vehicle	Interact with dealership by email.
	Interact with dealership by phone.
	Research online.
	Test drive the vehicle.
	Visit the dealership.
	Lifestyle.
Which, if any, influenced your purchase decision? (check all that apply):	██████.
Please indicate your gender	██████
What is your current marital status?	██████
Is this your first new vehicle ever purchased / leased?	No.
Please indicate your occupation.	Professional Specialty.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Rural.
What year were you born?	██████

Welcome

Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Automatic Transmission

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
	Hesitation or delay when shifting between gears.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain.
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFJG3EC	Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY	
Built Date	09/12/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6242321927
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K233361684
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	312121815	Report Version	1	Open Date	12/19/2015
Close Date	12/19/2015	Narrative Date	12/21/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
What is your attitude overall towards the BRAND of your new car?	5.
Safety and visibility while driving	3.
Overall audio, entertainment, and navigation system impression	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	5.
Rear view styling (rear fascia, bumper)	4.
Integration with media players	3.
Fuel economy and driving range	3.
Ease of using system displays while driving	4.
Engine exhaust sound	4.
Seat adjustment and comfort	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Appearance of exterior paint	4.
Engine performance during acceleration	4.
Integration with phones	3.
Clarity of sound	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	5.
What is your attitude overall towards your new car?	5.
Engine sound	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Location and usefulness of interior lighting	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Transmission gear change performance (smoothness)	4.
Difficult driving conditions (adverse weather, off-road)	5.

Overview

Please rate your overall level of satisfaction with the DVD	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Information in the Printed User Guide is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
How many visits did you make to the dealer?	1 visit.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.

Overview

Information on the DVD is easy to find and access	4 (agree).
Did you review the Owner's Information DVD?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Were the trouble(s) repaired or explained?	Fully.
What have you used to view your DVD? (check all that apply)	Mac Computer.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
DVD format is easy to understand and use	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Hesitation or delay when shifting between gears

Going into which gear/gears does the trouble occur? (check all that apply)	Reverse. does not go into reverse easily
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. see above
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	going into reverse

About You

What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
What year were you born?	████
Please indicate the primary driver's age.	████
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. 2014. Grand Cherokee. Jeep.
How many children 17 or under live in your household?	0.
Please indicate your occupation status.	Retired.
Please indicate your highest education level	4 year college degree.
Which of the following best describes the area you live in?	Rural.
What is your total household income (before taxes)?	\$40,000 - \$59,999.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please indicate your ethnicity	████████
Please indicate your gender	████
What is your current marital status?	Widowed.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	Other (please explain in Additional Comments box below). changing into reverse, gear selector works alright
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.

Air cleaner

When was the replacement made on your vehicle?	9-12 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
How much did the replacement cost?	Under \$100.

Entertainment/Navigation System/Connectivity Components

Entertainment/Navigation System/Connectivity Components	
Entertainment/Navigation System/Connectivity Components	Navigation map. Navigation System. Radio/CD player/CD changer.
Other	
Please describe the other trouble you experienced:	keep hitting seat change when car is in park
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	its me knee, sorry
Navigation map	
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Other (please specify). not sure to be honest
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Engine Components	
Engine Components	Air filter. Antifreeze/coolant. Air cleaner. Engine oil / filter.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.
Air filter	
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
When was the replacement made on your vehicle?	9-12 months into ownership.
How much did the replacement cost?	Under \$100.
Navigation system	
Where did you take your vehicle to have the component replaced?	Other (please specify). not sure to be honest
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Other.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG8E0	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/21/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6043420179
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K048463277
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	312122396	Report Version	1	Open Date	12/19/2015
Close Date	12/19/2015	Narrative Date	12/21/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

About You

How many children 17 or under live in your household?	1-2.
Please indicate your occupation.	Executive / Managerial.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
What is your primary language?	English.
Please indicate your highest education level	4 year college degree.
Please indicate your occupation status.	Employed.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Primary vehicle in your household:	2015. Mercedes-Benz. C-Class. Primary Household Vehicle: Purchased New.
Which of the following best describes the area you live in?	Rural.
Please indicate the primary driver's age.	
Secondary vehicle in your household:	Grand Cherokee. 2014. Jeep. Lease.
Did you purchase or lease your vehicle?	
What year were you born?	
Please indicate your ethnicity	
Please indicate your gender	
What is your current marital status?	

Vehicle Satisfaction Ratings

Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Appearance of exterior paint	3.
Engine performance during acceleration	3.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
What is your attitude overall towards the BRAND of your new car?	4.
Fuel economy and driving range	3.
Engine exhaust sound	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
What is your attitude overall towards your new car?	5.
Support for popular music/video formats	4.
Safety and visibility while driving	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Steering and handling (responsiveness, stability)	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Clarity of sound	4.
Integration with media players	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
What are your favorite parts of your new vehicle?	Room, ease of use of controls

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	4.
Difficult driving conditions (adverse weather, off-road)	4.
Integration with phones	5.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	5.
Ease of using system displays while driving	3.
Overall audio, entertainment, and navigation system impression	4.
Engine sound	4.
Is there anything about your new vehicle you would like to see changed?	No roof rack,
Ease of getting into and out of vehicle	4.
Ride quality	4.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Were the trouble(s) repaired or explained?	Fully.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	No.
How many visits did you make to the dealer?	1 visit.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	30,000-39,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). Seems to hesitate when it needs to downshift when not in sport mode
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Shifting into park. Not easy and have accidentally got out of car and left in reverse with engine still running. Seems to easy to do.

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears.

What Can We Do Better?	
Feedback/Concerns:	There are times when I think I'm in park and hit the off button only to find out I'm in reverse still

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFJT9EC	Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY	
Built Date	01/19/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6353311222
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M321367571
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	312316825	Report Version	1	Open Date	12/21/2015
Close Date	12/21/2015	Narrative Date	12/22/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

What Can We Do Better?

What has Chrysler done right?	Good looking, good handling car with good V8 power yet very reasonable fuel mileage. Very comfortable to drive and ride in and so far (at 11000 miles) very dependable. Everthing works and I really like he blind spot monitering (because it is a bit hard to see out of).
Feedback/Concerns:	Change the computer so things don't go through the radio. Change he trans shifter to something with feel. Change the HVAC controls to somthing with feel. Dump the paddles.

Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call

Additional Comments:	If the car is stopped and no road noise is present everthing is fine.
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	Other: Please describe when this trouble occurs. If the car is moving-- to much road noise
Sound quality is poor: (check one)	For the receiver of the call.
Does the issue occur when speaking at regular volume?	Yes.
How often does this trouble occur?	Trouble occurs regularly.

Overview

Information in the Printed User Guide is easy to find and access	1 (strongly disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). There have been no problems expect the hacker flash--but all service on the vehicle has been done at the dealership.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend.
Would you recommend this vehicle to family or friends?	No.
Please provide feedback on how Chrysler can improve the Printed User Guide	The way to get the car back to automatic after accidently hitting the paddle was not in he User Guide-- I had to go to the dealer to find out how to do it. I got an Owners Manual so I had all the infop I need to operate the car---major screw-up by not putting the paddle shifter info in the User Guide.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	Can't recommend un il you run control of systems separately (not through the radio) and improve the transmission shifter. I love the car other than that--I'll even put up the the stupid paddles.
DVD format is easy to understand and use	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissa isfied).
Did you review the Printed User Guide?	Yes.
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	1 (very dissatisfied).
Printed User Guide covers the necessary features	1 (strongly disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Owner's Information DVD?	Yes.
Please provide feedback on how Chrysler can improve the DVD	You don't lodd at the DVD until the problem has already occurred.
Printed User Guide format is easy to understand and use	4 (agree).
What have you used to view your DVD? (check all that apply)	Home DVD Player.

Vehicle Satisfaction Ratings

Rear view styling (rear fascia, bumper)	5.
Is there anything about your new vehicle you would like to see changed?	Trans shifter, Computer not run through radio,HVAC and other controls with feel so you don't have to look

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
Safety and visibility while driving	3.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Ease of using system displays while driving	2.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Clarity of sound	5.
Integration with media players	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
What are your favorite parts of your new vehicle?	V8 power, reasonable fuel mileage, comfortable ride
What is your attitude overall towards the BRAND of your new car?	5.
Climate control operation (function and ease of use)	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ride quality	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Engine exhaust sound	3.
How do you feel about the VALUE of your new car? (i.e.	4.
Brake responsiveness/effort	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
What is your attitude overall towards your new car?	5.

Touchscreen Controls	
Touchscreen Controls	Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.

Wipers and washers	
Wipers and washers	Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Features/Controls/Displays. Interior Climate Control. Transmission and Drivetrain.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.

About You	
Secondary vehicle in your household:	Ram 3500. Dodge. Secondary Household Vehicle: Purchased New. 2004.
What year were you born?	NA
How many children 17 or under live in your household?	0.
Please indicate your ethnicity	

About You

Primary vehicle in your household:

Primary Household Vehicle: Purchased New.

Grand Cherokee.

Jeep.

2014.

Which of the following best describes the area you live in?

Suburban.

Did you purchase or lease your vehicle?

Purchase.

Please indicate your occupation status.

Retired.

Please indicate your gender

Male.

What is your current marital status?

Married.

Please indicate your highest education level

PhD.

What is your primary language?

English.

What is your average miles per gallon (MPG) with your vehicle?

16-18 mpg.

Detail on High Rated Items

You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.

It's easy to adjust but I really like the heated steering wheel feature

You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.

The trans performs well, it's the shifter that is crappy.

You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.

The Summit wheels look very nice but select something other than Good Years for your tire. I changed to Michelins and the car has less road noise and handles much better.

You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.

It's a little orange peely but what do you expect from a factory job.

You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.

Fix the problems I mentioned and I'd love the heck out it.

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.

I like it

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.

I really love the air suspension. When some people get in I lower it and at other times its nice to be able to raise it.

You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.

The system sounds good but the controls are hard to use.

You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.

Good performance, you could put a little rumble in the exhaust system.

You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.

I get 22-23 MPG with the car on freeway cruises, to me that's pretty good.

You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.

I've had Jeeps for over 30 years. I love them (started with a CJ5).

Gear selector is difficult to operate (auto. trans.)

Additional Comments:

Change the shift lever to something that has a natural feel to it so you know when you have shifted one , two or three positions. If you don't change this feature I will never buy another Jeep.....

Going into which position is the gear selector difficult to operate? (check all that apply):

All positions. There is no feel. You have to watch it to know which gear you shift too. And backing out of a parking place in traffic and shifting to a forward gear doesn't happen fast (again you have to watch it instead of traffic and frequently it goes to neutral rather than drive. This is by far the worst feature of the car. It makes things dangerous at times---I hate it.

How often does this trouble occur?

Trouble occurs regularly.

Please describe conditions when this trouble occurs:

Just shifting it

To the best of your recollection, the trouble was first noticed:

9-12 months into ownership.

Why is the gear selector difficult to operate?

Other (please describe).

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

The trans shifter is gastly (no feel). Running computer control through the radio has to be the dumbest thing I have ever heard--you boys ever hear of a thing called hacking????

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.

Controls need to have a feel to them so you know without looking where they are. I send tooooooo much time looking at the controls and not enough time watching the road in this car.

Media

Media

Radio.

CD.

Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location

Please indicate which feature's controls are difficult to understand/use (check all that apply):

Windshield washers. She get confused between rear wiper and front washer (too much all on one pod).

Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location	
Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):	Controls require too much attention (must take eyes off the road) to operate. You have to look at them while trying to operate--should be able to do things by feel. The same would be true of the heater controls.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to understand. My wife (who is the primary driver) saya there is too much all on one pod and she can't keep track of what to do when she wants something to happen (ie. rear window wiper)
Entertainment/Navigation System/Connectivity	
Entertainment/Navigation System/Connectivity	none
Welcome	
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	No.
Shifting paddles/buttons difficult to operate	
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	You can hit the paddles accidentally and then you are stuck in one gear until you realize the trouble and shift to automatic mode (and when you are turning and wanting to accelerate to get out of someones way getting it back in automatic isn't easy).
Additional Comments:	Dump the paddles. You can do the manual shifting if you want to with the shifter.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
CD	
CD	CD player disc loading trouble.
Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use.
Additional Comments:	Sorry, but we have a Summit. You have to be a computer freak to make he damn thing work and you have to watch it all the time you are adjusting it to avoid over doing--not a good design-- you need to keep you eyes on the road not the controls bouncing up or down to a number hat is correct the the time. As long as you are going to use computers to do everything why not set the computer so that when you first turn the heater on it heats for a while (above the 72 that is set) because when it gets to 72 he amount of heat is so low you have to crank it up to feel comfortable.
Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):	Temperature control. You have to look and watch the bouning numbers--the old side system could be used without looking and you knew how much heat you added or reduced.
Please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Other Components	
Other Components	Other component(s) replaced (not listed previously).
Other component(s) replaced (not listed previously)	
Which other component(s) did you replace?	Had to have the flash on the radio to prevent someone taking control of my car--- that's just pure stupid to set something up so that someone else can hack and control your car. Don't just software program it out Because hackers are good enough to get around your stupid software fix, separate the systems so it can't happen.
Where did you take your vehicle to have the component replaced?	Other (please specify). All work on the car has been done at Wilson Motors (the dealer where the purchase was made).
Operation and Performance	
Operation and Performance	Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location	
Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):	Other (please describe). The collison warning sounds when cars pass me on the freeway. I had to turn it off because it would also brake and cause cars behind me to have to brake and here was no reason for it other than I was being passed.
Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
Additional Comments:	I think it is stupid to run vehickle controls through the radio/media center. I had the

Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
	flash to stop a person from taking control of my car but keeping things separate so no outside control is possible makes alot more sense.
CD player disc loading trouble	
Please describe the trouble you experienced:	It's in a bad location. It's hard to use--put it in the dash.
Features and Controls	
Features and Controls	Wipers and washers.
Bluetooth streaming audio works, but is difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to understand.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system has poor sound quality at far end.
Radio	
Radio	Bluetooth streaming audio works, but is difficult to understand/use.
Displays and Instruments	
Displays and Instruments	Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG8FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	03/17/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6063511402
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K073563138
Color	PBU	TRUE BLUE PEARL COAT					

Report Number	4	System Key	312597626	Report Version	1	Open Date	12/22/2015
Close Date	12/22/2015	Narrative Date	12/28/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

When considering this vehicle	Visit the dealership. Research online. Test drive the vehicle.
Please tell us about the vehicle you replaced (if applicable)	Jeep. Grand Cherokee. Replaced Vehicle: Purchased New. 2011.
How many children 17 or under live in your household?	0.
Please indicate your occupation.	Professional Specialty.
Which, if any, influenced your purchase decision? (check all that apply):	Manufacturers website. Features/Capabilities. Previous experience with the vehicle/brand. Image that the vehicle portrays.
Primary vehicle in your household:	Grand Cherokee. Jeep. 2015. Primary Household Vehicle: Purchased New.
Please indicate your occupation status.	Employed.
Please indicate your highest education level	4 year college degree.
Did you purchase or lease your vehicle?	Purchase.
What is your primary language?	English.
Which of the following best describes the area you live in?	Suburban.
Please indicate your ethnicity	
What year were you born?	
Please indicate your gender	
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Is this your first new vehicle ever purchased / leased?	No.
What is your current marital status?	.
What price did you pay for your vehicle?	48000

Brake Noise

Brake Noise	Brakes are excessively noisy.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Brake System. Interior Trim/Storage/Windows.
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Vehicle Satisfaction Ratings

Clarity of sound	5.
Rear view styling (rear fascia, bumper)	5.
Integration with phones	3.
Safety and visibility while driving	5.
Appearance of exterior paint	5.
Engine exhaust sound	5.
Engine performance during acceleration	5.
Steering and handling (responsiveness, stability)	5.
Climate control operation (function and ease of use)	5.
Exterior design and appearance (overall impression)	5.
What is your attitude overall towards the BRAND of your new car?	5.
How do you feel about the durability of your new vehicle?	5.

Vehicle Satisfaction Ratings	
Ease of using system displays while driving	4.
How was your purchasing experience (the dealer/dealership)?	3.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Integration with media players	3.
Navigation system route accuracy	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Head/leg/foot room	5.
Difficult driving conditions (adverse weather, off-road)	5.
Engine sound	5.
Fuel economy and driving range	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Seat adjustment and comfort	5.
What are your favorite parts of your new vehicle?	interior color, navigation, sound system
What is your attitude overall towards your new car?	5.
Brake responsiveness/effort	3.
Vehicle storage and space usage	3.
Transmission gear change performance (smoothness)	2.
Is there anything about your new vehicle you would like to see changed?	don't like the raised bars/bumps in the truck (things slide on them), like hard buttons for heated seat and steering wheel, gear shifting is clunky at times, don't like that the shift handle doesn't move (it just clicks back and forward with the button, sometimes you miss the desired gear)
Ease of getting into and out of vehicle	5.
Ride quality	5.
Location and usefulness of interior lighting	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Support for popular music/video formats	2.
Interior noise level while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Overall audio, entertainment, and navigation system impression	5.
Wheels, rims, and tires appearance and styling	5.

Brakes are excessively noisy	
Trouble with brakes occurs while traveling in these road conditions (check all that apply):	All road conditions.
What does the noise sound like?	Squeak/squeal.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Please describe conditions when this trouble occurs:	going slowly and stopping, like pulling out of garage, or pulling out of parking lots
Trouble with brakes occurs during this type of braking (check all that apply):	Light braking.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Trouble with brakes occurs while traveling at these speeds (check all that apply):	Low speeds (1-25 MPH).
What area of the vehicle is the brake noise coming from?	Cannot determine the location.

Overview	
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Printed User Guide covers the necessary features	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Was the trouble resolved to your satisfaction?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Were the trouble(s) repaired or explained?	Fully.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Did you review the Printed User Guide?	Yes.

Overview

How many visits did you make to the dealer?	1 visit.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Did you review the Owner's Information DVD?	No.
The Smartphone Application format is easy to understand and use	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	gear shift lever misses sometimes, bring back the handle that locks into place for park, drive, reverse, etc
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Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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What Can We Do Better?

Feedback/Concerns:	bring back the hard buttons for the heated seats and heated steering wheel. bring back in-dash cd changer
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFJG8E	Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY	
Built Date	09/09/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6243321289
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K248361557
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	[REDACTED]	System Key	312595011	Report Version	1	Open Date	12/24/2015
Close Date	12/24/2015	Narrative Date	12/28/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings	
Wheels, rims, and tires appearance and styling	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Difficult driving conditions (adverse weather, off-road)	5.
Engine exhaust sound	4.
Ease of getting into and out of vehicle	4.
Engine sound	4.
Transmission gear change performance (smoothness)	3.
Integration with phones	3.
Fuel economy and driving range	3.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Ease of using system displays while driving	2.
Headlight illumination/performance during night-time driving	2.
What is your attitude overall towards your new car?	3.
Location and usefulness of interior lighting	3.
How do you feel about the VALUE of your new car? (i.e.	2.
Seat adjustment and comfort	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Climate control operation (function and ease of use)	4.
Head/leg/foot room	5.
Vehicle storage and space usage	5.
Exterior design and appearance (overall impression)	5.
Safety and visibility while driving	4.
Clarity of sound	4.
Navigation system route accuracy	1.
How do you feel about the durability of your new vehicle?	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Ride quality	4.
Interior noise level while driving	2.
Brake responsiveness/effort	4.
What is your attitude overall towards the BRAND of your new car?	3.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Steering and handling (responsiveness, stability)	5.
Overall audio, entertainment, and navigation system impression	3.

About You	
Primary vehicle in your household:	Audi. 2014. Primary Household Vehicle: Purchased New. TT.
Please indicate your ethnicity	[REDACTED]
Secondary vehicle in your household:	BMW. 2012. Secondary Household Vehicle: Purchased Used. 5 Series.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.

About You	
Please indicate your gender	████
Please indicate your highest education level	4 year college degree.
How many children 17 or under live in your household?	████
What is your primary language?	English.
Which of the following best describes the area you live in?	Suburban.
Did you purchase or lease your vehicle?	Lease.

Overview	
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	There is a serious problem with the electronic auto gear shift selector, as it does not intuitively or tactilely indicate the vehicle is in park, especially in bright light situations. This has resulted in problems
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings. Automobile.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Would you recommend this vehicle to family or friends?	No.

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	iphone 6
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Apple.

Tire pressure monitoring system broken/not working	
Approximate mileage when trouble was first noticed was:	10,000-19,999.
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate what type of trouble was experienced with the tire pressure monitoring system (check all that apply):	Indicates a problem with a tire that is properly inflated.

Excessive oil consumption	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
If there is visible smoke (gray/blue-gray color) coming from the exhaust pipe, please indicate the engine temperature condition when the smoke appears (check all that apply only if smoke is visible):	Other (please describe). cracked oil cooler connector caused problem
Approximate mileage when trouble was first noticed was:	Less than 10,000.
About how far can the vehicle be driven before it is low 1 quart of oil?	Not sure.

Engine fluid leaks	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe conditions when this trouble occurs:	cracked plastic pipe to oil cooler was repaired
Which fluid is leaking?	Engine oil.
Where does fluid appear to be leaking from?	Bottom of the engine.

Engine Fluids (leaks, excessive oil consumption)	
Engine Fluids (leaks, excessive oil consumption)	Excessive oil consumption. Engine fluid leaks.

Navigation system freezes-up/will not work	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	normal operation
Additional Comments:	also, location point on map occasionally cannot lock onto road

Navigation system works, but traffic information doesn't work / or is difficult to understand	
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Navigation system works, but traffic information doesn't work / or is difficult to understand	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Traffic information does not display at all.

Air filter	
How much did the replacement cost?	Under \$100.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	9-12 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to an independent repair facility.

What Can We Do Better?	
What has Chrysler done right?	Drivability and bad weather handling is very good
Feedback/Concerns:	Minor glitches in electronics, oils leak in my vehicle caused considerable damage to my garage and driveway, auto-high beam has not worked in a long time, and serious problem with the feel and precision of the auto transmission shift knob, as mentioned

Features and Controls	
Features and Controls	Light switches/controls. Tire pressure monitoring system.

Exterior light controls broken/not working	
To the best of your recollection, the trouble was first noticed:	12-18 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which exterior light control feature is broken/not working properly (check all that apply):	Automatic light control. auto high beam sensor has not worked for several months Hi-beam switch. auto high beam sensor has not worked for several months
Approximate mileage when trouble was first noticed was:	10,000-19,999.

Light switches/controls	
Light switches/controls	Exterior light controls broken/not working.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but traffic information doesn't work / or is difficult to understand. Navigation system freezes-up/will not work.

Tire pressure monitoring system	
Tire pressure monitoring system	Tire pressure monitoring system broken/not working.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	30,000-39,999.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Engine. Features/Controls/Displays.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	

Engine Components	
Engine Components	Air filter. Engine oil / filter.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBT4EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	01/05/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6331310955
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M316366162
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	312597056	Report Version	1	Open Date	12/22/2015
Close Date	12/22/2015	Narrative Date	12/28/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Engine Components

Engine Components	Air filter.
	Engine oil / filter.

Detail on High Rated Items

You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	I have owned lots of cars. both new and used, this Jeep seems well sorted. suspension components look well made and machined good.
You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.	not sure if I'm reading these ques ions right. adverse conditions are where this vehicle is at it best.
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	plenty bright. visor mirror lights need a dimmer, to bright at night, can't hardly see yourself.
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	guess i miss read. brakes are excellent, sensitive but easy to get the feel of them.
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	it's no sports car, but does very good on twisty roads, even if road is a bit rough.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	very nice to have power enough for passing, towing.
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	compared with the competitors, the features and capabili ies I feel make it a greater value for the money spent.
You rated engine sound High. Use this space to provide any specific comments you would like to share.	nice sounding on accelation, very civil when crusing
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	both my wife and i consider it the best looking mid size suvs.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	tire to wheel opening por ions, cove in side panels gives a " tight" look
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	not sure why mfgs. feel like the need to make big changes from year to year, especially when they have a good product already. the small changes you are doing to the current GC have been in good taste, hope it lasts a while:)
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	led taillights are nicely styled, like how brake lights are integrated. i like the the mufflers can't be seen from the back.
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	again nice sound on acceleration, quiet when crusing.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	overall evenness of color,no orange peel look
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	we had a 2012 JGC with 6 speed, had nothing but trouble with it. traded it for this 2014 because of the zf 8 speed, much better match for he hemi, imo.
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	most controls are good, gear selector... not so much.

Overview

Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Was the trouble resolved to your satisfaction?	No.
Printed User Guide covers the necessary features	5 (strongly agree).
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
How many visits did you make to the dealer?	Other (please explain fur her, if applicable). all questions and updates were done at oil change, no special appointment
Would you recommend this vehicle to family or friends?	Yes.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend.
Please explain further about your choice to recommend your vehicle:	drives and handles well. good power, like the 8 speed trans. good compromise for city/hwy. use. awesome awd system
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Printed User Guide format is easy to understand and use	4 (agree).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable).
Information in the Printed User Guide is easy to find and access	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
Please indicate which words, if any, are constantly misrecognized:	call .. we give name it comes back with some unheard of name, so we repete
Please describe when this trouble occurs:	When stating a name.
How often does this trouble occur?	Trouble occurs regularly.
Do you usually set HVAC vent direction toward ceiling?	Yes.
Additional Comments:	center hvac vents are pointed up but more towards sunroof
What button did you use?	tried all, same result

Speakers are not loud enough	
Trouble with speaker occurs:	At all volume levels.
Please indicate which media sources were being played (check all that apply):	Satellite Radio. Bluetooth Streaming. CD. FM.
Please indicate which speaker has trouble (check all that apply):	Front passenger's side speakers. mostly bass, not much voice or midrange Front driver's side speakers. mostly bass, not much voice or mid range
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe conditions when this trouble occurs:	sound has never been loud enough from front door speakers since new, dealer said it was normal, I dont agree
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings	
Brake responsiveness/effort	5.
Climate control operation (function and ease of use)	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
Steering wheel adjustment	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Overall audio, entertainment, and navigation system impression	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine sound	5.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Head/leg/foot room	4.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Is there anything about your new vehicle you would like to see changed?	just the items men ioned in the survey
Headlight illumination/performance during night-time driving	4.
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of using system displays while driving	4.
Exterior design and appearance (overall impression)	5.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	4.
Appearance of exterior paint	5.
Engine performance during acceleration	5.
Support for popular music/video formats	5.
What is your attitude overall towards your new car?	4.
What are your favorite parts of your new vehicle?	the way it drives,stops,rides,looks inside and out
Integration with phones	3.
Clarity of sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Integration with media players	4.
Engine exhaust sound	5.
Rear view styling (rear fascia, bumper)	5.

Heating, ventilation and air conditioning doesnt maintain desired temperature

At what internal temperature does the setting no longer maintain desired temperature (check all that apply):	70-75 degrees. our problem is that the system over shoots set points, so cabin gets to hot when car is reaching set temp. and often lets temp. get to cold before warming again. ie. doesn't regulate very good
If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:	Front dual HVAC control.
Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):	All weather conditions/temperatures.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate which HVAC zone does not maintain desired temperature (check all that apply):	Front HVAC.
Please describe conditions when this trouble occurs:	when ever we get in the car and drive
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

About You

Please indicate your ethnicity	██████.
Secondary vehicle in your household:	1994. Secondary Household Vehicle: Purchased Used. Jeep. Grand Cherokee.
How may children 17 or under live in your household?	0.
Please indicate the primary driver's age.	██████
What is your current marital status?	██████
Primary vehicle in your household:	Primary Household Vehicle: Purchased New. Grand Cherokee. 2014. Jeep. Suburban.
Which of the following best describes the area you live in?	English.
What is your primary language?	Retired.
Please indicate your occupation status.	\$80,000 - \$99,999.
What is your total household income (before taxes)?	16-18 mpg.
What is your average miles per gallon (MPG) with your vehicle?	██████
Please indicate your gender	Professional Specialty.
Please indicate your occupation.	1██████
What year were you born?	Purchase.
Did you purchase or lease your vehicle?	Trade / technical school.
Please indicate your highest education level	

Hand brake/parking brake control is poorly located

Additional Comments:	hill decent control, in normal driving mode is to aggressive. we use manual shift mode to go a bit faster.
Why is the parking brake poorly located? (check all that apply):	Other (please describe). would like to have a hand release for parking brake. on snow and ice sometimes the only way to slow down and still turn is to use the brake. so I don't like the push to release feature.

Navigation system works, but missing information; has incorrect information; gives wrong directions

Please indicate which of the following best describes your concern (check all that apply):	Navigation system has incorrect information. taken us on many round about ways to destination, dirt side roads, multiple side roads when direct route was available and established. Navigation system gives wrong directions.
Please indicate which navigation system item has trouble (check all that apply):	Navigation system provides wrong directions.

Air filter	
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
Welcome	
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Entertainment/Navigation System/Connectivity	
If known, please tell us your software version	15.2
Please tell us your cell phone model	iphone 5s
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Apple.
Vehicle Exterior Components	
Vehicle Exterior Components	Wiper blades - rear. Wiper blades - front.
Operation and Performance	
Operation and Performance	Heating, ventilation and air conditioning doesn't maintain desired temperature.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Brake System. Entertainment/Navigation System/Connectivity. Interior Climate Control.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	as stated before, gear selector to touchy. Passenger seat needs moved over towards door, or console made skinner at knee level.
Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers are not loud enough.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
What Can We Do Better?	
What has Chrysler done right?	lots, styling in and out, material feel, fit and finish. hemi with 8speed, tow package extras(coolers,radiator,ect) independent rear suspension
Feedback/Concerns:	electric shifter, always over shooting the gear I want. center console width at knee level is to wide, knee aways resting on plastic. passenger seat is to close to console. have to sit on bolster of seat nearest pass. door to feel like I'm setting straight in the car. for reference I'm [REDACTED] . wide shoulders, [REDACTED] waist.
Hand Brake/Parking Brake	
Hand Brake/Parking Brake	Hand brake/parking brake control is poorly located.
Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG5FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/30/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6281521667
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K300563204
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	312640662	Report Version	1	Open Date	12/27/2015
Close Date	12/27/2015	Narrative Date	12/28/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	5.
Exterior design and appearance (overall impression)	4.
What are your favorite parts of your new vehicle?	Interior colors panoramic sunroof
Is there anything about your new vehicle you would like to see changed?	Gear shift selector operation
Integration with phones	5.
Overall audio, entertainment, and navigation system impression	5.
Steering and handling (responsiveness, stability)	5.
Brake responsiveness/effort	5.
Ease of using system displays while driving	4.
Ride quality	5.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Wheels, rims, and tires appearance and styling	4.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Steering wheel adjustment	5.
Seat adjustment and comfort	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Integration with media players	5.
Engine performance during acceleration	4.
Engine exhaust sound	4.
Location and usefulness of interior lighting	5.
Head/leg/foot room	5.
Vehicle storage and space usage	5.
How do you feel about the durability of your new vehicle?	5.
Appearance of exterior paint	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	4.
Difficult driving conditions (adverse weather, off-road)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of getting into and out of vehicle	4.
Safety and visibility while driving	5.
Clarity of sound	5.
Fuel economy and driving range	4.
Engine sound	4.
What is your attitude overall towards the BRAND of your new car?	5.
Climate control operation (function and ease of use)	5.

About You

Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Dealer/Salesperson interaction. Internet research. Vehicle test drive. Consumer Reports ratings. Manufacturers website. Recommendations from friends or family. Dealership information.
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About You

What is your primary language?

Please indicate the primary driver's age.

Vehicle availability

Please indicate your occupation status.

Primary vehicle you were considering:

Did you purchase or lease your vehicle?

Secondary vehicle in your household:

Is this your first new vehicle ever purchased / leased?

Please tell us about the vehicle you replaced (if applicable)

When considering this vehicle

Which of the following best describes the area you live in?

Dealership treatment

Please indicate your highest education level

Vehicle fuel economy

How many children 17 or under live in your household?

What year were you born?

Vehicle styling

Vehicle quality

Please indicate your ethnicity

What is your total household income (before taxes)?

What is your current marital status?

Please indicate your occupation.

Vehicle performance

Price

Please indicate your gender

Ability to test drive

What is your average miles per gallon (MPG) with your vehicle?

What price did you pay for your vehicle?

Convenience of dealership location

Automotive magazines.

Value for the money.

Price/Purchase Terms/Financing.

Previous experience with the vehicle/brand.

English.

2.

Employed.

2015.

Land Rover.

Range Rover Evoque.

Primary Considered Vehicle: New.

Purchase.

Wrangler Unlimited.

Secondary Household Vehicle: Purchased New.

2014.

Jeep.

No.

2010.

Replaced Vehicle: Purchased New.

Nissan.

Pathfinder.

Interact with dealership by email.

Research online.

Interact with dealership by phone.

Test drive the vehicle.

Visit the dealership.

Rural.

3.

4 year college degree.

3.

0.

4.

4.

\$150,000 - \$199,999.

4.

3.

3.

19-20 mpg.

\$43000

4.

Overview

Did you review the Owner's Information DVD?

Overall, how satisfied are you with the quality of your new vehicle?

Printed User Guide covers the necessary features

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Would you recommend this vehicle to family or friends?

If our team has any additional questions about your responses, would you accept further contact?

Please explain further about your choice to recommend your vehicle:

Which automotive publications do you subscribe to? (check all that apply)

Please rate your overall level of satisfaction with the Printed User Guide

Did you review the Printed User Guide?

Yes.

Very satisfied.

5 (strongly agree).

Yes.

Yes.

Yes, by phone or e-mail.

We also have a 2014 wrangler unlimited rubicon X, 2014 Cherokee, 2012 patriot, 2003 Liberty. Big jeep fans. Had 2000 and 2001 grand Cherokees also this year but upgraded. How about sending me a xl men's jeep jacket and a medium women's jeep jacket for our brand loyalty

None or other (if other, please describe).

5 (very satisfied).

Yes.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	No.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	I don't think there is anything wrong with the car it's just the feel of the selector being in right gear
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. Feel compared to older type leaves me wonder what gear I'm in or if in park
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.

Detail on High Rated Items	
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	As listed prior we currently have 5 jeep products. Have had three others prior. Would like to see some type of additional brand loyalty recognition like frequent flyer etc... But for jeep

What Can We Do Better?	
What has Chrysler done right?	Stayed consistent with their goals to provide best off road vehicles and then add the performance options as well i.e. Sort, hemi etc...

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG9EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/11/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6058421817
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K065463197
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	312712231	Report Version	1	Open Date	12/28/2015
Close Date	12/28/2015	Narrative Date	12/29/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Overview	
Which automotive publications do you subscribe to? (check all that apply)	Auto Week.
Printed User Guide covers the necessary features	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
How many visits did you make to the dealer?	2 visits.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable).
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
Was the trouble resolved to your satisfaction?	No.
Would you recommend this vehicle to family or friends?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Vehicle Satisfaction Ratings	
Integration with phones	5.
Headlight illumination/performance during night-time driving	4.
Seat adjustment and comfort	4.
Navigation system route accuracy	4.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	4.
Difficult driving conditions (adverse weather, off-road)	5.
Engine sound	5.
Exterior design and appearance (overall impression)	5.
Location and usefulness of interior lighting	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Head/leg/foot room	4.
What is your attitude overall towards your new car?	3.
Vehicle storage and space usage	4.
Steering wheel adjustment	3.
Is there anything about your new vehicle you would like to see changed?	transmission is not reflective of Jeep brand
Rear view styling (rear fascia, bumper)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Integration with media players	4.
Support for popular music/video formats	4.
What is your attitude overall towards the BRAND of your new car?	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Clarity of sound	5.

Vehicle Satisfaction Ratings	
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Appearance of exterior paint	5.
Ease of using system displays while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
How do you feel about the durability of your new vehicle?	3.
Engine performance during acceleration	5.
What are your favorite parts of your new vehicle?	styling and safety
Interior noise level while driving	4.
Ride quality	5.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	3.
Ease of getting into and out of vehicle	4.

Welcome	
Please tell us how many miles are currently on your vehicle:	40,000-49,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.

About You	
What is your primary language?	English.
Primary vehicle in your household:	Chrysler. 200. 2015. Primary Household Vehicle: Purchased New.
Did you purchase or lease your vehicle?	Lease.
Secondary vehicle in your household:	2006. Pontiac. G6. Secondary Household Vehicle: Purchased Used.
Please indicate your ethnicity	██████████
Please indicate your gender	██████.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Please indicate the primary driver's age.	██████
What is your current marital status?	██████d.
Please indicate your highest education level	Graduate degree.
Which of the following best describes the area you live in?	Suburban.
Please indicate your occupation.	████████████████████.
How many children 17 or under live in your household?	████
Please indicate your occupation status.	Employed.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Verizon Wireless.
Please choose your cell phone brand	Apple.
Please tell us your cell phone model	6

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). same Neutral (N). same Park (P). cannot move in/out of park easily Reverse (R). cannot easily shift All positions. cannot easily move shift lever difficulty shifting the transmission has made it impossible for my wife to drive.
Additional Comments:	
Approximate mileage when trouble was first noticed was:	30,000-39,999.
To the best of your recollection, the trouble was first noticed:	18-24 months into ownership.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Please describe conditions when this trouble occurs:	under most conditions
How often does this trouble occur?	Trouble occurs regularly.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system freezes-up/will not work.
Hard controls/menus: Front Screen Display: Other Concerns	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe the other trouble you experienced:	software was hacked for UConnect and had to get system reflashed
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Entertainment/Navigation System/Connectivity.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display: Other Concerns.
Navigation system freezes-up/will not work	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Occured when software was hacked for UConnect
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	the transmission has been a disappointment.
Shifting paddles/buttons difficult to operate	
Approximate mileage when trouble was first noticed was:	30,000-39,999.
To the best of your recollection, the trouble was first noticed:	18-24 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG8FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	01/31/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6340421492
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K027563071
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	312711642	Report Version	1	Open Date	12/18/2015
Close Date	12/29/2015	Narrative Date	12/29/2015	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Integration with media players	4.
Safety and visibility while driving	5.
Clarity of sound	5.
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Rear view styling (rear fascia, bumper)	5.
Appearance of exterior paint	5.
Support for popular music/video formats	5.
Engine performance during acceleration	3.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Brake responsiveness/effort	5.
Climate control operation (function and ease of use)	4.
Integration with phones	4.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
What are your favorite parts of your new vehicle?	the ease of driving - the smoothness
What is your attitude overall towards your new car?	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
Ease of using system displays while driving	4.
Engine sound	5.
Fuel economy and driving range	5.
Ride quality	5.
Difficult driving conditions (adverse weather, off-road)	5.
Interior noise level while driving	5.
Ease of getting into and out of vehicle	5.
Transmission gear change performance (smoothness)	2.
Engine exhaust sound	5.
How do you feel about the durability of your new vehicle?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Is there anything about your new vehicle you would like to see changed?	the transmission, gear shift and an updated NAV system
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Seat adjustment and comfort	5.

Entertainment/Navigation System/Connectivity

Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	iPhone 5+

About You

Vehicle styling	5.
Please tell us about the vehicle you replaced (if applicable)	2008.

About You	
<p>Please indicate your gender</p> <p>Trade-in allowance</p> <p>Primary vehicle you were considering:</p> <p>Vehicle quality</p> <p>Which, if any, influenced your purchase decision? (check all that apply):</p> <p>What is your primary language?</p> <p>Is this your first new vehicle ever purchased / leased?</p> <p>What year were you born?</p> <p>Please indicate your occupation.</p> <p>Please indicate your ethnicity</p> <p>Ability to test drive</p> <p>What is your current marital status?</p> <p>How may children 17 or under live in your household?</p> <p>Please indicate your occupation status.</p> <p>Which of the following best describes the area you live in?</p> <p>Convenience of dealership location</p> <p>Vehicle fuel economy</p> <p>Vehicle performance</p> <p>Please indicate your highest education level</p> <p>Did you purchase or lease your vehicle?</p> <p>When considering this vehicle</p> <p>Vehicle availability</p> <p>Price</p> <p>Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.</p> <p>Financing options</p> <p>Dealership treatment</p>	<p>GMC.</p> <p>Replaced Vehicle: Purchased New.</p> <p>Yukon Denali.</p> <p>██████████</p> <p>3.</p> <p>GMC.</p> <p>Primary Considered Vehicle: New.</p> <p>Acadia Denali.</p> <p>5.</p> <p>Price/Purchase Terms/Financing.</p> <p>Dealer/Salesperson interaction.</p> <p>Value for the money.</p> <p>Recommendations from friends or family.</p> <p>Vehicle test drive.</p> <p>English.</p> <p>No.</p> <p>THAT IS NOT A NICE QUESITON!</p> <p>Other.</p> <p>██████████.</p> <p>5.</p> <p>██████████</p> <p>0.</p> <p>Retired.</p> <p>Urban.</p> <p>4.</p> <p>4.</p> <p>5.</p> <p>4 year college degree.</p> <p>Purchase.</p> <p>Test drive the vehicle.</p> <p>Visit the dealership.</p> <p>3.</p> <p>4.</p> <p>THIS SURVEY IS TOO LONG</p> <p>3.</p> <p>5.</p>
Automatic Transmission	
Automatic Transmission	<p>Shift between gears is rough/harsh under normal driving conditions.</p> <p>Hesitation or delay when shifting between gears.</p> <p>Gear selector is difficult to operate (auto. trans.).</p> <p>Shifts at wrong times.</p> <p>Slips/will not engage gear properly/shifts erratically.</p>
Hands-Free Phone / Bluetooth system wont connect	
<p>Did your phone lose signal?</p> <p>Connection problem happens on:</p> <p>Connection problem happens when:</p> <p>Is there more than one phone paired to the vehicle?</p> <p>Did the dealer attempt to help you pair your device?</p> <p>How often does this trouble occur?</p> <p>Additional Comments:</p>	<p>No.</p> <p>Bluetooth connection between cell phone and the system.</p> <p>Pairing: al hough the system say "pairing complete", cell phone is not connected to the system.</p> <p>No.</p> <p>Yes.</p> <p>Trouble occurs intermittently.</p> <p>The dealer helped connect/pair when I bought the car. Sometimes it "unpairs" itself and I have "always allow" on my phone. It just seems to disconnect sometimes.</p>
Overview	
<p>Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?</p> <p>Which automotive publications do you subscribe to? (check all that apply)</p> <p>Did you review the Owner's Information DVD?</p> <p>If our team has any additional questions about your responses, would you accept further contact?</p> <p>Was the trouble resolved to your satisfaction?</p>	<p>No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).</p> <p>None or other (if other, please describe).</p> <p>No.</p> <p>Yes, by phone only.</p> <p>No.</p>

Overview

Please explain further about your choice to recommend your vehicle:	I LOVE my Jeep - I practically live in it - but the issues listed need to be addressed.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). tried - but continues to occur
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
How many visits did you make to the dealer?	3 visits.
Did you review the Printed User Guide?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. They tried to fix it
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.

Shifts at wrong times

Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). see former comments.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Slips/will not engage gear properly/shifts erratically

Going into which gear/gears does the trouble occur? (check all that apply):	Other (please describe). The gear shift handle doesn't allow to put into park without going through each gear. It is very difficult to put into park at times. And also difficult to get into reverse. I sometimes have to make several attempts.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Other (please describe). This trouble happens at any time at any condition.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	<div></div> (can you please wait till after the Holidays?!) Thank you! :)

Text messaging broken/not working

Please describe the trouble you experienced (check all that apply):	Cannot hear playback audio. This feature just stopped working Voice recogni ion playback does not work. Again, this feature just stopped working Text is not displayed on screen. It just stopped working
Additional Comments:	I used to get text notification and it just stopped working . . . ?
How often does this trouble occur?	Trouble occurs regularly.

Shift between gears is rough/harsh under normal driving conditions

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Going up an incline. Freeway/highway driving. see above Hard acceleration. See above Coasting (no gas pedal applied). This problem also occurs when I'm "coasting" Braking. see aobove Going down an incline. Normal acceleration. see above. Maintaining a fairly constant speed on level roads. see aobove While driving on level roads. Deceleration. see above Long after vehicle start-up.
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). I have had issues since purchasing my Jeep. While driving on the highway, the engine revs to pass and then doesn't downshift. When I go onto an exit ramp, it some imes doesn't downshift on it's own (I need to manually shift) and it has a mind of it's own and randomly revs the engine like I need to shift it while speeding up . . . my dealership has "reset" it a few imes, but I continue to have issues!
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Dealer has attempted to "reset" transmission, but trouble continues to occur.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system freezes-up/will not work. Difficulty accessing Points of Interest. Navigation system works, but missing information; has incorrect information; gives wrong directions. Points of Interest incorrect.
Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
Additional Comments:	nothing is broken
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). see former comments Reverse (R). see previous comments All positions. THIS IS AN ISSUE - and survey is far too long!!!!
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display: Other Concerns.
Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
Please describe when this trouble occurs:	When stating a name. She doesn't seem to recognize certain sounds.
Please indicate which words, if any, are constantly misrecognized:	██████████
What button did you use?	button on steering wheel
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Will this help? I usually point it downward when not in use. . . .
Detail on High Rated Items	
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Very smooth!! My Jeep is better than my husband's Audi A6!!! SERIOUSLY!
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Deacon Jeep is amazing!!!!
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	Love this!! My Jeep is the perfect height!
Voice Activation / Recognition doesnt recognize command	
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	When stating a name. She doesn't understand certain words.
What button did you use?	green button on steering wheel
How often does this trouble occur?	Trouble occurs regularly.
Tire pressure monitoring system broken/not working	
Please indicate what type of trouble was experienced with the tire pressure monitoring system (check all that apply):	Warning light/display does not work properly. see above Indicates a problem with a tire that is properly inflated. At one point, the same pressure on both front tires were listed differently - one red, one green but both the same pressure.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please describe conditions when this trouble occurs:	pretty typical conditions
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Navigation system works, but missing information; has incorrect information; gives wrong directions	
Additional Comments:	I like the screen size and "she" seems to give clear directions, just not correct and regularly "changes her mind" in the middle of the directions
Please indicate which of the following best describes your concern (check all that apply):	Navigation system gives wrong directions. Cannot seem to find alternate routes.
Please indicate which navigation system item has trouble (check all that apply):	Other (please describe). Correct address is listed and starts directions and then it tells me I'm going the wrong way - "recalculating route" and when I continue, it eventually goes back to it's original directions.
Difficulty accessing Points of Interest	

Difficulty accessing Points of Interest	
Please describe the trouble with the Points of Interest within the Navigation system	Regularly, I type in a store and it doesn't list anything.
Additional Comments:	It would be nice to have an alternate store given if the one I want doesn't show up, but I input a store I know exists, but the nav system can't find it.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Features/Controls/Displays. Entertainment/Navigation System/Connectivity.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system won't connect. Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
Navigation system freezes-up/will not work	
Additional Comments:	Points of interest don't show up when they're typical locations/stores.
Please describe conditions when this trouble occurs:	After putting in a location, I follow directions and DURING this time, it says "recalculating route" when I'm following the correct directions.
How often does this trouble occur?	Trouble occurs regularly.
Hesitation or delay when shifting between gears	
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). see former comments - this survey is FAR TOO LONG!!
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Features and Controls	
Features and Controls	Tire pressure monitoring system.
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.
Touchscreen Controls	
Touchscreen Controls	Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	THIS SURVEY IS WAY TOO LONG!!
Hard controls/menus: Front Screen Display: Other Concerns	
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	I find it difficult to stop the guidance. There are three different buttons I need to push to cancel driving and it's very distracting. When I need her to stop talking (because she's "recalculating route" or I don't need her guidance any longer, it's distracting to have to go through so many steps to "stop guidance".
What Can We Do Better?	
What has Chrysler done right?	I LOVE how it drives like a car, I love how it looks, I love the seats, I love the GPS screen, I love the call button to dial a phone number, I love how I have "favorites" I can call with one push of a button, I love how it tells me the tire pressure and if there's an issue, I love how there is great space for hockey bags, etc., I love the back seat and how roomy it is, I love the radio features, I love UConnect, I love the automatic start, I love the inside button on the rear door - very clever on the side! Overall, I am a huge fan!! (I've previously ONLY driven GMC's - 2 Yukon Denali's, 2 Acadia's and LOVED OnStar!! But now I'm becoming a Jeep fan! Thank you!!
Feedback/Concerns:	If you can fix the transmission problem, the gear shift issues and fix the glitch in the NAV system, my Jeep would be PERFECT!!
Text Messaging	
Text Messaging	Text messaging broken/not working.
Tire pressure monitoring system	
Tire pressure monitoring system	Tire pressure monitoring system broken/not working.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBT6E0	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/30/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6028410843
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M034493139
Color	PBU	TRUE BLUE PEARL COAT					

Report Number		System Key	313816014	Report Version	1	Open Date	01/05/2016
Close Date	01/05/2016	Narrative Date	01/08/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What year were you born? [REDACTED]

What is your total household income (before taxes)? \$150,000 - \$199,999.

How many children 17 or under live in your household? 0.

What is your average miles per gallon (MPG) with your vehicle? 19-20 mpg.

Primary vehicle in your household:

2013.

Ford.

Fusion.

Primary Household Vehicle: Purchased New.

Secondary vehicle in your household:

2014.

Grand Cherokee.

Jeep.

Secondary Household Vehicle: Purchased New.

Please indicate your highest education level 4 year college degree.

Please indicate the primary driver's age. [REDACTED]

Please indicate your ethnicity [REDACTED]

Please indicate your occupation status. Employed.

What is your primary language? English.

Did you purchase or lease your vehicle? Lease.

Please indicate your gender [REDACTED]

What is your current marital status? [REDACTED]

Please indicate your occupation. [REDACTED]

Which of the following best describes the area you live in? Suburban.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed? Gear shift & Shift points. Opening rear window, availability of two wheel drive. Functioning roof rack.

What are your favorite parts of your new vehicle? Interior

Operating controls while driving (gear selector, turn signals, horn, etc.) 1.

Transmission gear change performance (smoothness) 1.

Vehicle storage and space usage 2.

Safety and visibility while driving 2.

Fuel economy and driving range 2.

How do you feel about the VALUE of your new car? (i.e.) 2.

Integration with media players 3.

Support for popular music/video formats 3.

Ease of getting into and out of vehicle 3.

Location and usefulness of interior lighting 3.

Engine exhaust sound 3.

Brake responsiveness/effort 3.

Difficult driving conditions (adverse weather, off-road) 3.

What is your attitude overall towards your new car? 3.

What is your attitude overall towards the BRAND of your new car? 3.

Interior noise level while driving 4.

Climate control operation (function and ease of use) 4.

Engine sound 4.

Steering and handling (responsiveness, stability) 4.

How do you feel about the durability of your new vehicle? 4.

Overall audio, entertainment, and navigation system impression 5.

Clarity of sound 5.

Ease of using system displays while driving 5.

Vehicle Satisfaction Ratings	
Integration with phones	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Head/leg/foot room	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Ride quality	5.

Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Go back to a real shift device.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	See above.
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	Terrible shift points.

Detail on High Rated Items	
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Great headlights.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Ride and comfort.

Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	Iphone 5
Entertainment/Navigation System/Connectivity	Issue was recall due to ability of others to hack into system.
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.

Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	Parking lots, attempted quick turn arounds.
Additional Comments:	Shifter is terrible!!!! Cannot get the vehicle to go in the gear you want. The worst!!!!
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. Drive (D). Neutral (N). Park (P). Reverse (R).
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.

Overview	
Please explain further about your choice to recommend your vehicle:	Poorly shifting transmission is enough to prevent recommendation.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Printed User Guide covers the necessary features	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Auto Week. Consumer Reports ratings.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Hard controls/menus: Front Screen Display: Other Concerns	
Please describe the other trouble you experienced:	Recall of vehicle due to hacking
What Can We Do Better?	
Feedback/Concerns:	Revise shifting method; improve shift points. Allow 2-wheel drive option. Allow rear window to open. Provide a functioning roof rack. Bring back the Wagoneer!
What has Chrysler done right?	Vehicle rides well; is attractive. Seats very comfortable. Visibility fair.
Axle is leaking fluid	
Additional Comments:	Vehicle recall due to improperly installed axle boots.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe where the leak occurs (check all that apply):	From front wheel ends/sides. From underneath front of the vehicle.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Shift between gears is rough/harsh under normal driving conditions	
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration. Normal acceleration.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	Trouble occurs intermittently.
Welcome	
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Shifts at wrong times	
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 3rd Gear.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	City driving/stop-and-go traffic. Hard acceleration. Normal acceleration.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Are you using your vehicle for towing when the problem occurs?	No.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	Trouble occurs intermittently.
Hesitation or delay when shifting between gears	
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 3rd Gear.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	City driving/stop-and-go traffic. Hard acceleration.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Wiper blades - front	
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Where did you take your vehicle to have the component replaced?	Repaired/replaced myself.

Air filter	
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Where did you take your vehicle to have the component replaced?	Repaired/replaced myself.
How much did the replacement cost?	Under \$100.
Engine Components	
Engine Components	Air filter.
Axle(s)	
Axle(s)	Axle is leaking fluid.
Transmission and Drivetrain Components	
Transmission and Drivetrain Components	Axle shaft seal.
Interior Climate Control Components	
Interior Climate Control Components	Cabin air filter.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions. Shifts at wrong times.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display: Other Concerns.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Exterior Components	
Vehicle Exterior Components	Wiper blades - front.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAGXEC	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	07/10/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6179311217
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K187363499
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	313815888	Report Version	1	Open Date	01/04/2016
Close Date	01/04/2016	Narrative Date	01/08/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.
Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

Other component(s) replaced (not listed previously)

Which other component(s) did you replace?	A recall on the brakes, (unknown) has resulted in the near complete loss of brakes, (done at dealership) I took it back and they corrected it.
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	Difficult to find correct position if going from drive to reverse if not looking at shifter, can end up in park or neutral instead of reverse.
Additional Comments:	This is a design issue.
Why is the gear selector difficult to operate?	Other (please describe).

What Can We Do Better?

Feedback/Concerns:	Seats are hard and somewhat uncomfortable.
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About You

How many children 17 or under live in your household?	
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please indicate your highest education level	2 year college degree.
Please indicate the primary driver's age.	
Please indicate your ethnicity	
What is your current marital status?	
Please indicate your occupation status.	Employed.
What is your primary language?	English.
Primary vehicle in your household:	Jeep.
Secondary vehicle in your household:	Jeep.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	
Which of the following best describes the area you live in?	Rural.

Welcome

Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Vehicle Satisfaction Ratings

Ease of using system displays while driving	4.
Appearance of exterior paint	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Ease of getting into and out of vehicle	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	4.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Integration with phones	5.
Integration with media players	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.

Overview	
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). Am reluctant to take this vehicle back to the dealer, because of the many troubles I have had with poor and improper service at this dealership!
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

ABS system/sensors	
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Alignment	
When was the replacement made on your vehicle?	9-12 months into ownership.
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Where did you take your vehicle to have the component replaced?	Other (please specify). The dealer could not correctly align vehicle after having it in their shop twice, they said there was nothing wrong with it, it continues to pull to the right and wearing the front tire.

Shocks/struts	
When was the replacement made on your vehicle?	9-12 months into ownership.

Shocks/struts	
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Brake System Components	
Brake System Components	ABS system/sensors.
Steering, Handling, and Ride Components	
Steering, Handling, and Ride Components	Alignment. Shocks/struts.
Seat heater controls are difficult to understand/use	
Please indicate why the controls are difficult to understand/use (check all that apply):	Controls require too much attention (must take eyes off the road) to operate. Other (please describe). Need more control options for seat heater use, owner preset options to choose from.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. Always have to reset or turn off driver seat heater after a short stop if cold outside but still warm inside, have to turn passenger side back on with each short stop.
Please indicate which seat has trouble (check all that apply):	Driver's seat. Sometimes the driver seat heater will not shut off, need to shut off engine to reset.
Engine Components	
Engine Components	Engine oil / filter.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Seats. Transmission and Drivetrain.
Other Components	
Other Components	Other component(s) replaced (not listed previously).
Adjustments and Controls	
Adjustments and Controls	Seat heater controls are difficult to understand/use.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFDJ8EC	Model Year	2014	Body	WKJX74	JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY	
Built Date	11/25/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ESG	6.4L V8 SRT HEMI MDS ENGINE				Serial#	6324310803
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M275352961
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	313816013	Report Version	1	Open Date	01/05/2016
Close Date	01/05/2016	Narrative Date	01/08/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What year were you born? 0.

How many children 17 or under live in your household? 13-15 mpg.

What is your average miles per gallon (MPG) with your vehicle? 2012.

Primary vehicle in your household: Mercedes-Benz.

Please indicate the primary driver's age. Primary Household Vehicle: Purchased New.

Please indicate your ethnicity. SLK-Class.

What is your primary language? English.

Please indicate your highest education level. High school degree / GED.

Did you purchase or lease your vehicle? Lease.

Please indicate your gender.

What is your current marital status?

Please indicate your occupation.

Please indicate your occupation status. Retired.

Which of the following best describes the area you live in? Suburban.

What Can We Do Better?

Feedback/Concerns: Add huge warning device if drivers door is opened while still in gear with the engine running

What has Chrysler done right? The whole SRT thing

Gear selector is difficult to operate (auto. trans.)

Additional Comments: detents could be stronger, too easy to move shifter further than required

Please describe conditions when this trouble occurs: shifting quickly between gears

To the best of your recollection, the trouble was first noticed: 9-12 months into ownership.

Approximate mileage when trouble was first noticed was: Less than 10,000.

Going into which position is the gear selector difficult to operate? (check all that apply): Neutral (N). vague

Reverse (R). vague

How often does this trouble occur? Trouble occurs intermittently.

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations. driving fun factor is way up there

You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share. perfect

You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share. really well done

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle? engine and acceleration sound

Is there anything about your new vehicle you would like to see changed? parking/engine/drivers door interface

Ease of using system displays while driving 2.

Clarity of sound 3.

Front view styling (front fascia, hood, grille, headlight area) 3.

Side/profile view styling (driver's side or passenger's side exterior area) 3.

Climate control operation (function and ease of use) 3.

Overall audio, entertainment, and navigation system impression 4.

Integration with phones 4.

Vehicle Satisfaction Ratings	
Support for popular music/video formats	4.
Exterior design and appearance (overall impression)	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Wheels, rims, and tires appearance and styling	4.
Ease of getting into and out of vehicle	4.
Location and usefulness of interior lighting	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Difficult driving conditions (adverse weather, off-road)	4.
Ride quality	4.
What is your attitude overall towards the BRAND of your new car?	4.
Integration with media players	5.
Navigation system route accuracy	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	floor gear selector is kind of clumsy

Overview	
Please explain further about your choice to recommend your vehicle:	lots of horsepower is lots of fun
Printed User Guide format is easy to understand and use	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Which automotive publications do you subscribe to? (check all that apply)	Auto Week. Automobile.
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Engine Components	
Engine Components	Engine oil / filter.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Welcome	
Please tell us how many miles are currently on your vehicle:	Less than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEBG9FC	Model Year	2015	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
Built Date	10/03/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6257420124
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K273461439
Color	PBU	TRUE BLUE PEARL COAT					

Report Number		System Key	314245242	Report Version	1	Open Date	01/12/2016
Close Date	01/12/2016	Narrative Date	01/13/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What price did you pay for your vehicle?	42k
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	The other vehicle was too small
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Price	1.
Convenience of dealership location	1.
Financing options	1.
Dealership treatment	1.
How may children 17 or under live in your household?	
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Trade-in allowance	2.
Please tell us about the vehicle you replaced (if applicable)	2009. Challenger. Dodge. Replaced Vehicle: Purchased New.
Primary vehicle you were considering:	2016. Primary Considered Vehicle: New. Subaru. XV Crosstrek.
Secondary vehicle you were considering:	2016. Land Rover. Range Rover Evoque. Secondary Considered Vehicle: New.
Primary vehicle in your household:	2016. Grand Cherokee. Jeep.
Ability to test drive	3.
Vehicle fuel economy	3.
Vehicle availability	4.
Please indicate the primary driver's age.	
Vehicle quality	5.
Vehicle performance	5.
Vehicle styling	5.
Please indicate your ethnicity	.
What is your current marital status?	
Please indicate your occupation status.	Employed.
What is your primary language?	English.
Please indicate your occupation.	.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Image that the vehicle portrays. Internet research. J D Power reports. Lifestyle. Previous experience with the vehicle/brand. Vehicle test drive. High school degree / GED. Interact with dealership by email. Research online. Visit the dealership.
Please indicate your highest education level	
When considering this vehicle	

About You

Please indicate your gender

Male

Is this your first new vehicle ever purchased / leased?

No.

Did you purchase or lease your vehicle?

Purchase.

Which of the following best describes the area you live in?

Suburban.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?

Handling, gas mileage, interior

Is there anything about your new vehicle you would like to see changed?

Transmission and climate control are terrible Wont purchase a 3rd Cherokee unless addressed

Side/profile view styling (driver's side or passenger's side exterior area)

1.

Climate control operation (function and ease of use)

2.

What is your attitude overall towards your new car?

2.

What is your attitude overall towards the BRAND of your new car?

2.

Safety and visibility while driving

3.

Engine sound

3.

Engine performance during acceleration

4.

Transmission gear change performance (smoothness)

4.

How do you feel about the VALUE of your new car? (i.e.

4.

Overall audio, entertainment, and navigation system impression

5.

Clarity of sound

5.

Ease of using system displays while driving

5.

Integration with phones

5.

Integration with media players

5.

Navigation system route accuracy

5.

Support for popular music/video formats

5.

Exterior design and appearance (overall impression)

5.

Appearance of exterior paint

5.

Front view styling (front fascia, hood, grille, headlight area)

5.

Rear view styling (rear fascia, bumper)

5.

Wheels, rims, and tires appearance and styling

5.

Headlight illumination/performance during night-time driving

5.

Interior comfort, design and appearance of interior (overall impression)

5.

Vehicle storage and space usage

5.

Head/leg/foot room

5.

Ease of getting into and out of vehicle

5.

Interior noise level while driving

5.

Seat adjustment and comfort

5.

Steering wheel adjustment

5.

Operating controls while driving (gear selector, turn signals, horn, etc.)

5.

Location and usefulness of interior lighting

5.

Engine exhaust sound

5.

Fuel economy and driving range

5.

Brake responsiveness/effort

5.

Difficult driving conditions (adverse weather, off-road)

5.

Ride quality

5.

Steering and handling (responsiveness, stability)

5.

How was your purchasing experience (the dealer/dealership)?

5.

How do you feel about the durability of your new vehicle?

5.

Overview

Please explain further about your choice to recommend your vehicle:

I love the car except this issue and the Air conditing / Heating - which I just realized I failed to mention in this. Need to be able to just turn on cold air or hot air as it feels like it goes hot and cold too quick. Research on any forum as this complaint is pretty common on messgae boards

Please provide feedback on how Chrysler can improve the Printed User Guide
Printed User Guide format is easy to understand and use

The user guide is great - this is a defect so it is not addressed in the book
4 (agree).

Information in the Printed User Guide is easy to find and access

5 (strongly agree).

Printed User Guide covers the necessary features

5 (strongly agree).

Please rate your overall level of satisfaction with the Printed User Guide

5 (very satisfied).

Would you recommend this vehicle to family or friends?

No.

Did you review the Owner's Information DVD?

No.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overview	
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). I do not get the magazines but I use the Road and Track and Car and Driver Youtube channels
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
What Can We Do Better?	
Feedback/Concerns:	Just disappointed that a design flaw exists and is complained about all over the forums and no activity to fix or address it.
What has Chrysler done right?	Love the rest of the vehicle
Detail on Low Rated Items	
You rated side/profile view styling (driver's side or passenger's side exterior area) Low. Use this space to provide any specific comments you would like to share.	Love the look but the passenger side mirror and door area create a sizeable blind spot. Still not a deal breaker but could be improved
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The shifter is terrible and again, the reason I am, at 10,000 miles, evaluating trading in and getting something else
Slips/will not engage gear properly/shifts erratically	
Additional Comments:	Noticed it within the first few days and had hoped i was just shifting to fast.. hat is not the case. Honestly I will never buy another Jeep - this is my second but this is so annoying and unsafe and it is being ignored and not addressed. Disappointing
Please describe conditions when this trouble occurs:	Randomly when putting car into park
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Other (please describe). Anytime I am trying to go to park
Going into which gear/gears does the trouble occur? (check all that apply):	Other (please describe). Park - when I go to move into Park he first time up, some of the ime, it goes into Reverse...some times Park. It is a matter of time until I fail to catch it and will back into something. It happens about 3 imes a week, at least.
How often does this trouble occur?	Trouble occurs intermittently.
Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). When I push 'up' to go into Park sometimes it goes into Park and others it goes in to Reverse once it goes in to reverse I have to go back into Drive, let it engage, hen try again otherwise it will just continue to go into park
How often does this trouble occur?	Trouble occurs intermittently.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Slips/will not engage gear properly/shifts erratically.
Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG4FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	03/26/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	K075510399
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K083561722
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	314365059	Report Version	1	Open Date	01/13/2016
Close Date	01/13/2016	Narrative Date	01/14/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What year were you born?	
What price did you pay for your vehicle?	approx. 42,000
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	size
What is your total household income (before taxes)?	\$40,000 - \$59,999.
How many children 17 or under live in your household?	0.
Vehicle availability	2.
Convenience of dealership location	2.
Primary vehicle in your household:	2006. Mercury. Milan. Primary Household Vehicle: Purchased New.
Please tell us about the vehicle you replaced (if applicable)	2010. Dodge. Ram 1500.
Primary vehicle you were considering:	2015. Explorer. Ford. Primary Considered Vehicle: New.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Price	4.
Please indicate your highest education level	4 year college degree.
Please indicate the primary driver's age.	
Please indicate your ethnicity	
What is your primary language?	English.
Please indicate your gender	.
What is your current marital status?	
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing. Value for the money. Vehicle test drive.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your occupation status.	Retired.
Which of the following best describes the area you live in?	Suburban.
When considering this vehicle	Visit the dealership.

Detail on High Rated Items

You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	I like the appearance but I am concerned about the lower area finish because of the lowering feature of the vehicle when parking close to a curb.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	I like the size and style of the wheels. The design is easy to clean.

Overview

Please provide feedback on how Chrysler can improve the Printed User Guide	it would be helpful if the guide only covered my specific vehicle.
Printed User Guide format is easy to understand and use	2 (disagree).
Information in the Printed User Guide is easy to find and access	2 (disagree).
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
DVD format is easy to understand and use	4 (agree).
Information on the DVD is easy to find and access	4 (agree).

Overview	
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, issue is minor/no further explanation or fix is needed.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Memory mirrors are broken/not working	
Additional Comments:	mirrors should fold in automatically when the vehicle is shut off and out when started.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	My vehicle has easy entry/exit feature which seems to help, however I am concerned about the dependability and durability of the system.

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	shift paddle location/function, side mirror function, shift selector function and indicator location, wind buffeting sound when windows are down.
Interior noise level while driving	2.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Clarity of sound	3.
Ease of using system displays while driving	3.
Integration with phones	3.
Navigation system route accuracy	3.
Support for popular music/video formats	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Rear view styling (rear fascia, bumper)	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	4.
Climate control operation (function and ease of use)	4.
Engine performance during acceleration	4.
Engine sound	4.
Engine exhaust sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Brake responsiveness/effort	4.
Ride quality	4.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.

What Can We Do Better?	
Feedback/Concerns:	should have a class to explain all the features of the vehicle after the delivery, beyond what the salesman tells you. It's too much info to digest when you take delivery.
Shifting paddles/buttons difficult to operate	
Please describe conditions when this trouble occurs:	the problem is hat they can accidentally be touched and put the car into a lower gear when not expected. should be able to turn off when not wanted.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Other (please explain in Additional Comments box below). hard to know what gear in because its electronic and indicator ishidden by steering wheel often.
Features and Controls	
Features and Controls	Driving Mode Selector. Rear view mirrors (interior/exterior).
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Features/Controls/Displays. Other. Transmission and Drivetrain.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.
Rear view mirrors (interior/exterior)	
Rear view mirrors (interior/exterior)	Memory mirrors are broken/not working.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Other	
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCM3E	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	12/20/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE			Serial#	C306311584	
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			Serial#	M312364829	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	314805902	Report Version	1	Open Date	01/18/2016
Close Date	01/18/2016	Narrative Date	01/19/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What year were you born?	
What is your total household income (before taxes)?	\$125,000 - \$149,999.
How many children 17 or under live in your household?	0.
Primary vehicle in your household:	2014. Grand Cherokee. Jeep. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	2014. Chevrolet. Cruze. Secondary Household Vehicle: Purchased New.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Please indicate the primary driver's age.	
Please indicate your ethnicity	.
What is your primary language?	English.
Please indicate your occupation.	
Please indicate your highest education level	Graduate degree.
Please indicate your gender	.
What is your current marital status?	
Did you purchase or lease your vehicle?	Purchase.
Please indicate your occupation status.	Retired.
Which of the following best describes the area you live in?	Suburban.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	diesel engine
Is there anything about your new vehicle you would like to see changed?	gear selector
Clarity of sound	4.
Integration with media players	4.
Rear view styling (rear fascia, bumper)	4.
Vehicle storage and space usage	4.
Overall audio, entertainment, and navigation system impression	5.
Ease of using system displays while driving	5.
Integration with phones	5.
Navigation system route accuracy	5.
Support for popular music/video formats	5.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.

Vehicle Satisfaction Ratings	
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine performance during acceleration	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.

Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	shifting
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). doesn't go all the way to park consistently. Lacks proper "feel" for gear selection.
How often does this trouble occur?	Trouble occurs regularly.

What Can We Do Better?	
What has Chrysler done right?	the diesel is a great vehicle.

Check Engine light indicated trouble	
Please describe conditions when this trouble occurs:	unknown
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
What type of fuel do you most often put into your vehicle?	Diesel.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Did you also experience an engine performance issue while the "Check Engine" light was on?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Was the "Check Engine" light your first indication there was trouble?	Yes.

Exhaust system troubles	
Please describe conditions when this trouble occurs:	unknown
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
What type of fuel do you most often put into your vehicle?	Diesel.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
What is the trouble with the exhaust system? (check all that apply):	Other exhaust troubles (please describe). warning "engine will fail to start in 100 miles" (or something to that effect)
How often does this trouble occur?	Trouble occurs intermittently.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ("Check Engine")	"Check Engine" light indicated trouble.

Tires	
How much did the replacement cost?	\$1,000-\$2,000.
When was the replacement made on your vehicle?	18-24 months into ownership.
Approximately how many miles were on the vehicle at that time?	30,000-39,999.
Where did you take your vehicle to have the component replaced?	Took to an independent repair facility.

Other exhaust system components	
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	9-12 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
How much did the replacement cost?	Under \$100.

Oxygen sensor	
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	9-12 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Oxygen sensor	
How much did the replacement cost?	Under \$100.

Air filter	
When was the replacement made on your vehicle?	12-18 months into ownership.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
Where did you take your vehicle to have the component replaced?	Repaired/replaced myself.
How much did the replacement cost?	Under \$100.

Overview	
DVD format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Printed User Guide covers the necessary features	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
How many visits did you make to the dealer?	5 or more visits.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Were the trouble(s) repaired or explained?	Fully.
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Welcome	
Please tell us how many miles are currently on your vehicle:	40,000-49,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Slips/will not engage gear properly/shifts erratically	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Are you using your vehicle for towing when the problem occurs?	No.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Other (please describe). going into park.
Going into which gear/gears does the trouble occur? (check all that apply):	Reverse. you think you're in park, but you're in reverse.
How often does this trouble occur?	Trouble occurs regularly.

Engine Components	
Engine Components	Air filter. Engine oil / filter. Other exhaust system components. Oxygen sensor.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.

Engine Exhaust System	
Engine exhaust system	Exhaust system troubles.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Slips/will not engage gear properly/shifts erratically.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Steering, Handling, and Ride Components	
Steering, Handling, and Ride Components	Tires.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG2FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/06/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6024521635
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K034561178
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	314805969	Report Version	1	Open Date	01/18/2016
Close Date	01/18/2016	Narrative Date	01/19/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

About You

What year were you born?	
What price did you pay for your vehicle?	Had trade in
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Financing options	1.
How many children 17 or under live in your household?	
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Price	4.
Convenience of dealership location	4.
Trade-in allowance	4.
Vehicle fuel economy	4.
Please indicate your highest education level	4 year college degree.
Vehicle availability	5.
Ability to test drive	5.
Dealership treatment	5.
Vehicle quality	5.
Vehicle performance	5.
Vehicle styling	5.
Please indicate the primary driver's age.	
Please indicate your ethnicity	n.
Please indicate your occupation status.	Employed.
What is your primary language?	English.
Please tell us about the vehicle you replaced (if applicable)	Explorer. Ford. Replaced Vehicle: Purchased Used.
Primary vehicle you were considering:	Explorer. Ford. Primary Considered Vehicle: New.
Primary vehicle in your household:	GLK-Class. Mercedes-Benz.
Please indicate your gender	
What is your current marital status?	
Is this your first new vehicle ever purchased / leased?	No.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand. Vehicle test drive. Purchase. Research online. Test drive the vehicle. Visit the dealership.
Did you purchase or lease your vehicle?	
When considering this vehicle	
Which of the following best describes the area you live in?	Rural.
Please indicate your occupation.	Sales Work.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used.

What Can We Do Better?

What has Chrysler done right?	Really like the navigation system. It is easy to use. Styling The ride is smooth. Steering is light and responsive,
Feedback/Concerns:	Shifting into Park does not have a positive feel. The engine is so quiet that several times I have thought transmission was in park, thought I had turned the engine off and gotten out of the Jeep with the engine still running and in gear. Wish it had roof rack cross bars Leather drivers seat is showing signs of cracking. Is less than a year old with 20,000 miles

Vehicle Satisfaction Ratings	
Is there anything about your new vehicle you would like to see changed?	Transmission shifting into park
Clarity of sound	4.
Integration with phones	4.
Engine performance during acceleration	4.
Fuel economy and driving range	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Overall audio, entertainment, and navigation system impression	5.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Headlight illumination/performance during night-time driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	5.
Climate control operation (function and ease of use)	5.
Engine sound	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	5.
Brake responsiveness/effort	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ride quality	5.
Steering and handling (responsiveness, stability)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	5.
What is your attitude overall towards your new car?	5.

Overview	
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Printed User Guide covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Welcome	
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Contact Me

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG6FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/09/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6025510477
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K036561781
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	315275537	Report Version	1	Open Date	01/24/2016
Close Date	01/24/2016	Narrative Date	01/25/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

What Can We Do Better?

What has Chrysler done right?	Our dealer--Armory in Albany--is great. Very efficient, nice place to have to visit, quick, and on time. AND they always answer the phone!
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Vehicle Satisfaction Ratings

Engine exhaust sound	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
What are your favorite parts of your new vehicle?	Quiet interior
Clarity of sound	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Integration with media players	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Exterior design and appearance (overall impression)	5.
Climate control operation (function and ease of use)	5.
Ease of using system displays while driving	5.
Brake responsiveness/effort	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Wheels, rims, and tires appearance and styling	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	The gear shifter
Ride quality	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Transmission gear change performance (smoothness)	1.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.

About You

Did you purchase or lease your vehicle?	Purchase.
Please indicate the primary driver's age.	
How many children 17 or under live in your household?	0.
Please tell us about the vehicle you replaced (if applicable)	Jeep.

About You

Please indicate your occupation status.

Which, if any, influenced your purchase decision? (check all that apply):

Primary vehicle in your household:

What price did you pay for your vehicle?

What is your primary language?

Is this your first new vehicle ever purchased / leased?

Please indicate your ethnicity

What is your current marital status?

Please indicate your highest education level

Please indicate your gender

Which of the following best describes the area you live in?

Please indicate your occupation.

What is your average miles per gallon (MPG) with your vehicle?

What year were you born?

Grand Cherokee.

2011.

Retired.

Previous experience with the vehicle/brand.

Macan.

Porsche.

2016.

forgot

English.

No.

PhD.

Rural.

21-22 mpg.

Gear selector is difficult to operate (auto. trans.)

To the best of your recollection, the trouble was first noticed:

Going into which position is the gear selector difficult to operate? (check all that apply):

Why is the gear selector difficult to operate?

Additional Comments:

Approximate mileage when trouble was first noticed was:

Please describe conditions when this trouble occurs:

How often does this trouble occur?

Within the 1st month after delivery.

Drive (D). You go from Park to Drive and it doesn't "set" into drive and you have to keep moving it back and forth to get to drive. Many other drivers of my car have experienced this.

Park (P). It's too fluid and doesn't indicate clearly by touch that it's in park. You think it is, but it's not, so you get out of the car, and it's going into Reverse.

Reverse (R). You think you have it in Park but you don't because there's no touch/feel sense that Park has been reached, so it's only in reverse, and you get out of the car and it's moving.

Other (please describe).

The gear selector doesn't allow the driver to "feel" that it's in Park or Drive, so you keep moving it back and forth and have to check visually BOTH the gear selector AND the indicator in the dash. I don't trust it. I've gotten out of the car several times when I think I've pushed it forward into Park, but it's only in Reverse. I step out of the car and it's moving backwards. Not good! I'm not the only one with a Jeep GC who has reported this to me.

0 - 1499 miles.

Normal

Trouble occurs regularly.

Welcome

Are you the primary driver of this vehicle?

Please tell us how many miles are currently on your vehicle:

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

Yes.

More than 10,000.

No.

Overview

Please explain further about your choice to recommend your vehicle:

Did you review the Printed User Guide?

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

Overall, how satisfied are you with the quality of your new vehicle?

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

If our team has any additional questions about your responses, would you accept further contact?

Would you recommend this vehicle to family or friends?

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Which automotive publications do you subscribe to? (check all that apply)

Did you review the Owner's Information DVD?

This is a wonderful car and meets our needs for comfort, appearance, durability under winter and tough driving conditions, interior space, and reliability.

No.

No, the issue is related to the design of the vehicle.

Very satisfied.

Yes.

Yes, by e-mail only.

Yes.

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

None or other (if other, please describe). Not interested

No.

Automatic Transmission

Automatic Transmission

Gear selector is difficult to operate (auto. trans.).

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Change the gear selector to be more easily engaged by feel into Park and Drive.
Detail on Low Rated Items	
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	See comments earlier
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG5EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/06/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6053420212
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K060463383
Color	PGZ	BLACK FOREST GREEN PEARL COAT					

Report Number		System Key	315566645	Report Version	1	Open Date	01/26/2016
Close Date	01/26/2016	Narrative Date	01/27/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Wiper blades - front

When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than he one I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.

Overview

Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. Moved to a new city
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please explain further about your choice to recommend your vehicle:	Only I'd tell them to see if they can live with that stupid shfter.
Did you review the Owner's Information DVD?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). Reprogrammed the trans.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
How many visits did you make to the dealer?	1 visit.
Information on the DVD is easy to find and access	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend. Car and Driver. Automobile. Road and Track.
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
Information in the Smartphone Application is easy to find and access	4 (agree).
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Was the trouble resolved to your satisfaction?	No.
DVD format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
What have you used to view your DVD? (check all that apply)	Computer/laptop.

Vehicle Satisfaction Ratings

Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.
Transmission gear change performance (smoothness)	2.
Overall audio, entertainment, and navigation system impression	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.

Vehicle Satisfaction Ratings	
Ride quality	5.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Ease of using system displays while driving	4.
Brake responsiveness/effort	5.
Engine performance during acceleration	3.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Is there anything about your new vehicle you would like to see changed?	Smooth out the transmission downshifts when moving to passing gear. Get a feel of detents in the shifter so you know its moving between gears
What are your favorite parts of your new vehicle?	Ride, Comfort, Styling, mileage.
Headlight illumination/performance during night-time driving	3.
Wheels, rims, and tires appearance and styling	4.
What is your attitude overall towards your new car?	5.
Fuel economy and driving range	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Difficult driving conditions (adverse weather, off-road)	5.
Engine sound	3.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Integration with phones	3.
Clarity of sound	4.
Integration with media players	4.
Engine exhaust sound	4.
Rear view styling (rear fascia, bumper)	4.
Support for popular music/video formats	5.

Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Additional Comments:	This is the one and only thing I hate about my Jeep. The design of the electronic shift makes it so vague to determine if you have the car in gear, have change gears, or are in park.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Going into which position is the gear selector difficult to operate? (check all that apply):	Other (please explain in Additional Comments box below). Park to Revers or to Drive, the design makes it difficult to get positive feel of what gear you're in. Have actually gotten out of the car in Reverse when thought it was in Park
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.

About You	
Secondary vehicle in your household:	BMW. Z4. 2003. Secondary Household Vehicle: Purchased Used.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
Please indicate your ethnicity	
Which of the following best describes the area you live in?	Suburban.
Primary vehicle in your household:	Z4.
What is your primary language?	English.
Please indicate your highest education level	Graduate degree.
Please indicate your occupation status.	Employed.
Please indicate your occupation.	Professional Specialty.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
What is your current marital status?	
Please indicate your gender	
Please indicate the primary driver's age.	
Did you purchase or lease your vehicle?	Purchase.
How many children 17 or under live in your household?	0.

Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Additional Comments:	The issue is inherent to the programming of the transmission - bad overall design
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please describe conditions when this trouble occurs:	Passing
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration. Trying to pass
How often does this trouble occur?	Trouble occurs regularly.
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). Passing gear - delay and then abrupt shifts, RPM's high but feels like transmission is not engaged.

Wiper blades - rear	
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
How much did the replacement cost?	Under \$100.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
When was the replacement made on your vehicle?	12-18 months into ownership.

Welcome	
Please tell us how many miles are currently on your vehicle:	30,000-39,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.

Engine Components	
Engine Components	Engine oil / filter. Air cleaner.

Air cleaner	
Approximately how many miles were on the vehicle at that time?	20,000-29,999.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
When was the replacement made on your vehicle?	12-18 months into ownership.
How much did the replacement cost?	Under \$100.

Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Shifting paddles/buttons difficult to operate	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

What Can We Do Better?	
What has Chrysler done right?	Kept true to the ride and feel of the Grand Cherokee. QUIET! Great mileage with the V6, seating positions, visibility, and locations of the controls.
Feedback/Concerns:	Don't care much for the dual compartments on the console, miss the 40GB hard drive. Could use that foot operated lift gate Ford has.

Vehicle Exterior Components	
Vehicle Exterior Components	Wiper blades - rear. Wiper blades - front.

Detail on High Rated Items	
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	kept the jeep classic look
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Love the black forest green paint

Detail on High Rated Items

You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.

Classis Jeep Styling. Crisp, clean.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBT6FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/26/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6062510990
Transmission	DFK	8-SPD AUTO 8HP70 TRANS (BUY-US)				Serial#	N083561344
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number	6	System Key	316286917	Report Version	1	Open Date	02/02/2016
Close Date	02/02/2016	Narrative Date	02/03/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Seat adjustment and comfort	1.
Safety and visibility while driving	1.
Ease of getting into and out of vehicle	3.
Integration with media players	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	1.
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	4.
Fuel economy and driving range	5.
Front view styling (front fascia, hood, grille, headlight area)	3.
Support for popular music/video formats	4.
How do you feel about the VALUE of your new car? (i.e. Appearance of exterior paint	2.
Difficult driving conditions (adverse weather, off-road)	4.
Is there anything about your new vehicle you would like to see changed?	3.
Location and usefulness of interior lighting	3.
How do you feel about the durability of your new vehicle?	3.
Engine sound	4.
How was your purchasing experience (the dealer/dealership)?	2.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
What are your favorite parts of your new vehicle?	ride quality
Vehicle storage and space usage	3.
Head/leg/foot room	3.
Ride quality	5.
Ease of using system displays while driving	3.
Engine exhaust sound	3.
Integration with phones	4.
Brake responsiveness/effort	4.
Interior comfort, design and appearance of interior (overall impression)	3.
Climate control operation (function and ease of use)	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Interior noise level while driving	2.
What is your attitude overall towards your new car?	3.
Steering and handling (responsiveness, stability)	5.
Exterior design and appearance (overall impression)	4.
What is your attitude overall towards the BRAND of your new car?	4.
Rear view styling (rear fascia, bumper)	3.
Headlight illumination/performance during night-time driving	4.

Automatic Transmission

Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).
------------------------	--

About You

When considering this vehicle	Visit the dealership. Test drive the vehicle. Research online.
-------------------------------	--

About You

Please indicate your gender

Dealership treatment

Convenience of dealership location

Trade-in allowance

Is this your first new vehicle ever purchased / leased?

Which, if any, influenced your purchase decision? (check all that apply):

Please tell us about the vehicle you replaced (if applicable)

How many children 17 or under live in your household?

Primary vehicle you were considering:

What is your average miles per gallon (MPG) with your vehicle?

Financing options

Vehicle performance

Vehicle fuel economy

Please indicate your occupation status.

Price

Please indicate your occupation.

What price did you pay for your vehicle?

What is your current marital status?

What year were you born?

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Please indicate your ethnicity

Please indicate the primary driver's age.

Which of the following best describes the area you live in?

Vehicle availability

Please indicate your highest education level

What is your primary language?

Did you purchase or lease your vehicle?

Ability to test drive

Vehicle quality

Vehicle styling

What is your total household income (before taxes)?

Male.

3.

3.

3.

No.

Previous experience with the vehicle/brand.

Jeep.

Grand Cherokee.

2002.

Durango.

2015.

Dodge.

Primary Considered Vehicle: New.

16-18 mpg.

3.

3.

3.

Employed.

3.

Professional Specialty.

42,500

Married.

1988

advice of friends

Suburban.

3.

4 year college degree.

English.

Purchase.

3.

3.

3.

More than \$200,000.

Detail on Low Rated Items

You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

You rated safety and visibility while driving Low. Use this space to provide any specific comments you would like to share.

You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.

Jerky transmission. I expected a vehicle north of \$42,000 to have a smoother shift.

Wind buffeting when the windows are down is unbelievable. You can't drive with the windows down or the skylight open. Rear hatch window should open.

I am 66" tall and the side view mirror occludes my view to the 10 o'clock position. The mirror should be less tall or the seat higher.

Seat padding is hard. I was hoping it would soften but it hasn't. I am height-weight proportionate and the seat bolsters are too wide to hold me.

I have a hard time finding the right gear (including park). Go back to a tactile gear selector like in my 2002 JGC

Overview

Overall, how satisfied are you with the quality of your new vehicle?

If our team has any additional questions about your responses, would you accept further contact?

Printed User Guide covers the necessary features

Please rate your overall level of satisfaction with the Printed User Guide

Which automotive publications do you subscribe to? (check all that apply)

Did you review the Owner's Information DVD?

Did you review the Printed User Guide?

Would you recommend this vehicle to family or friends?

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

Neither satisfied nor dissatisfied.

No.

4 (agree).

4 (satisfied).

None or other (if other, please describe).

No.

Yes.

Yes.

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

No, the issue is related to the design of the vehicle.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Nokia.
Please choose your cell phone carrier	Verizon Wireless.
Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.
What Can We Do Better?	
What has Chrysler done right?	Incredible ride quality for a truck.
Feedback/Concerns:	Rear hatch glass should open manually like in my 2002. Sport shift should have a disable switch - I often hit the paddle by accident. I will never use sport shift. Wind buffeting when the windows are down is incredible - the worst I have ever experienced. Gear Shifter should have tactile indicators. Side view mirrors are too high. For a shorter person, it completely blocks the 10 o'clock view or higher seat adjustment. Seat padding is hard.
Gear selector is difficult to operate (auto. trans.)	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P).
Additional Comments:	No tactile indicators. I often think its in park when it is actually in reverse. While the jeep is running this is remarkably BAD.
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Other (please describe).
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Entertainment/Navigation System/Connectivity. Seats. Transmission and Drivetrain. Vehicle Exterior.
Shift between gears is rough/harsh under normal driving conditions	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure. happens often
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. transmission is jerky when shifting, not smooth.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Voice Activation / Recognition doesnt recognize command	
Please describe when this trouble occurs:	When entering information. when responding to a question like "Send"
Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
How often does this trouble occur?	Trouble occurs regularly.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Customer Complaint Report

VIN	1C4RJFCG7EC4	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	02/10/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6021421826
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K039463162
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	316835036	Report Version	1	Open Date	02/08/2016
Close Date	02/08/2016	Narrative Date	02/09/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Please indicate your highest education level	4 year college degree.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Secondary vehicle in your household:	A4. Secondary Household Vehicle: Purchased Used. 2009. Audi.
What is your total household income (before taxes)?	More than \$200,000.
Please indicate your occupation.	
What is your current marital status?	.
Primary vehicle in your household:	Primary Household Vehicle: Purchased Used. 2014. Audi. A7. Suburban.
Which of the following best describes the area you live in?	
Please indicate your ethnicity	
Please indicate your gender	.
Please indicate the primary driver's age.	
What year were you born?	
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
How many children 17 or under live in your household?	0.
Please indicate your occupation status.	Employed.

Vehicle Satisfaction Ratings

Vehicle storage and space usage	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Ease of using system displays while driving	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
What is your attitude overall towards the BRAND of your new car?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ride quality	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
What are your favorite parts of your new vehicle?	4x4, steering, responsiveness
Engine sound	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	5.

Vehicle Satisfaction Ratings	
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Integration with media players	4.
Clarity of sound	5.
Transmission gear change performance (smoothness)	5.
Difficult driving conditions (adverse weather, off-road)	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	electronic shifter
Rear view styling (rear fascia, bumper)	5.
Support for popular music/video formats	4.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Fuel economy and driving range	3.
Engine exhaust sound	5.

Other	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please describe the other trouble you experienced:	electronic shifter is dicey at times
Please describe conditions when this trouble occurs:	in reverse when should be in park
How often does this trouble occur?	Trouble occurs intermittently.

What Can We Do Better?	
What has Chrysler done right?	great sporty vehicle
Feedback/Concerns:	electronic shifter needs to be changed.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Would you recommend this vehicle to family or friends?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Did you review the Printed User Guide?	Yes.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Information in the Smartphone Application is easy to find and access	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEBG1EC	Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
Built Date	09/11/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6231321412
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K246363496
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	316835477	Report Version	1	Open Date	02/08/2016
Close Date	02/08/2016	Narrative Date	02/09/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Overview

Please explain further about your choice to recommend your vehicle:	LOVE MY JEEP GRAND CHEROKEE. LOVE THE MPG. LOVE THE HANDLING AND PERFORMANCE.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
How many visits did you make to the dealer?	2 visits.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Was the trouble resolved to your satisfaction?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). STOCK CAR PERFORMANCE MAGAZINES
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Owner's Information DVD?	No.
Did you review the Printed User Guide?	Yes.
Were the trouble(s) repaired or explained?	Fully.

Vehicle Satisfaction Ratings

Ride quality	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of using system displays while driving	3.
Overall audio, entertainment, and navigation system impression	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior noise level while driving	4.
Engine exhaust sound	3.
Location and usefulness of interior lighting	4.
Brake responsiveness/effort	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Climate control operation (function and ease of use)	4.
How do you feel about the durability of your new vehicle?	4.
Steering and handling (responsiveness, stability)	5.
What are your favorite parts of your new vehicle?	LOOKS AND HANDLING
Support for popular music/video formats	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Transmission gear change performance (smoothness)	3.

Vehicle Satisfaction Ratings	
What is your attitude overall towards the BRAND of your new car?	5.
Engine sound	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Clarity of sound	4.
Is there anything about your new vehicle you would like to see changed?	SHIFTER
Ease of getting into and out of vehicle	4.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.

About You	
What is your current marital status?	[REDACTED]
Please indicate your highest education level	[REDACTED]
What year were you born?	[REDACTED]
Please indicate the primary driver's age.	[REDACTED]
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Did you purchase or lease your vehicle?	Purchase.
What is your total household income (before taxes)?	\$80,000 - \$99,999.
Which of the following best describes the area you live in?	Rural.
Please indicate your occupation status.	Employed.
Please indicate your gender	Male.
Please indicate your occupation.	Owner / Proprietor.
Primary vehicle in your household:	2011. Primary Household Vehicle: Purchased New. 1500. Ram.
How many children 17 or under live in your household?	1-2.
Please indicate your ethnicity	[REDACTED]
What is your primary language?	English.

Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	I LIKE THE IDEA BEHIND THE ELECTRIC SHIFTER, BUT WHEN IN A RUSH TO GET OUT THE WAY OR MOVE THE VEHICLE AND CHANGE FROM FORWARD TO REVERSE, I END UP IN PARK MOST OF THE TIME AND THEN HAVE TO START ALL OVER. WHEN GOING FROM PARK TO DRIVE, CARE MUST BE TAKEN TO MAKE SURE YOU HAVE IT IN DRIVE. I LIKE THE CONCEPT, JUST AGGRAVATING AT TIMES.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs intermittently.
Why is the gear selector difficult to operate?	Other (please describe).
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Going into which position is the gear selector difficult to operate? (check all that apply):	Other (please explain in Additional Comments box below). THE SELECTOR IS AGGRAVATING WHEN GOING FROM FORWARD TO REVERSE. MOST OF THE TIME, IT ENDS UP IN PARK. DIFFICULT WHEN IN A HURRY TO GET IN RIGHT GEAR.

What Can We Do Better?	
What has Chrysler done right?	GREAT GAS MILEAGE. COMFORTABLE TO DRIVE. DRIVES AND HANDLES GREAT. FIRM SUSPENSION.
Feedback/Concerns:	WE HAVE EXPERIENCED SOME SMALL RATTLES AND SQUEAKS BUT NOTING MAJOR.

Turn signal control	
How much did the replacement cost?	Under \$100.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	10,000-19,999.
When was the replacement made on your vehicle?	18-24 months into ownership.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Contact Me	
-------------------	--

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Features/Controls/Displays Components	
Features/Controls/Displays Components	Turn signal control.
Welcome	
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG4FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/25/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6046520236
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K053563424
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	317049548	Report Version	1	Open Date	02/10/2016
Close Date	02/10/2016	Narrative Date	02/11/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What price did you pay for your vehicle?	36,000
Vehicle fuel economy	3.
Convenience of dealership location	3.
Did you purchase or lease your vehicle?	Lease.
Primary vehicle you were considering:	M-Class.
	2015.
	Primary Considered Vehicle: New.
	Mercedes-Benz.
Which, if any, influenced your purchase decision? (check all that apply):	Value for the money.
	Features/Capabilities.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Vehicle styling	4.
Vehicle quality	5.
Is this your first new vehicle ever purchased / leased?	No.
Ability to test drive	5.
Please tell us about the vehicle you replaced (if applicable)	C-Class.
	Replaced Vehicle: Purchased Used.
	2014.
	Mercedes-Benz.
When considering this vehicle	Test drive the vehicle.
	Visit the dealership.
Vehicle availability	2.
Trade-in allowance	4.
Dealership treatment	5.
Price	3.
Vehicle performance	5.
Financing options	5.

Squeak/rattle/abnormal noises from door panels

To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please describe conditions when this trouble occurs:	Hitting bumps on the highway
Additional Comments:	No additional concerns. Dealer removed panel and fastened a new tie-wrap. Problem appears to be fully corrected.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Please indicate which interior door panels had abnormal noises (check all that apply):	Driver's side front door. Drivers side kick-plate panel next to emergency brake had a tie wrap break causing a cable to rub against the plastic pane.
How often does this trouble occur?	Trouble occurs intermittently.

Overview

If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Which automotive publications do you subscribe to? (check all that apply)	Auto Week. Automobile. Car and Driver. Road and Track. Motor Trend.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Were the trouble(s) repaired or explained?	Fully.

Overview	
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Printed User Guide?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
How many visits did you make to the dealer?	2 visits.

Vehicle Satisfaction Ratings	
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Engine exhaust sound	4.
What are your favorite parts of your new vehicle?	Comfort, never having to worry about the weather, cargo capacity for luggage for vacations
Rear view styling (rear fascia, bumper)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Is there anything about your new vehicle you would like to see changed?	Please change the gear selection lever
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What is your attitude overall towards the BRAND of your new car?	4.
Clarity of sound	5.
Integration with media players	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of using system displays while driving	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Ride quality	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Climate control operation (function and ease of use)	3.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.
Difficult driving conditions (adverse weather, off-road)	5.

Other	
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
Please describe conditions when this trouble occurs:	Hitting bumps at any speed
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.

Other	
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced:	Suspension 'squeak' from rear of vehicle. When hitting bumps or simply pushing down on rear bumper, squeak was clearly heard both inside and outside of vehicle

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other. Interior Trim/Storage/Windows.

What Can We Do Better?	
Feedback/Concerns:	Jeep needs to include more active safety features in it's vehicles whether as standard or options. For example, blind spot monitoring, ACC, Forward collision warnings, etc. I recently drove a new 2016 Cherokee I was considering purchasing (fully loaded Limited) and I did not like the way the Safety packages were offered and despite making 5 attempts, the dealer could not demonstrate that the parallel or perpendicular park assist worked properly. I would recommend making all of the tech except that option available (e.g. blind spot, FCW and ACC) in one package and the other 'nice to have' features like the parking assist packaged seperately. Also, the current electronic shifter is difficult to use and not at all intuitive in the Grand Cherokee. I also had it in my John Varvatos 300 and I hink it's a feature that is going away in 2016. I'm hoping there is some type of retrofit to ensure it goes into Park each time as I always have to make sure I double check it.
What has Chrysler done right?	We've had 14 Jeeps (10 Jeep Grand Cherokees and 4 Wranglers) and I'm always impressed at he quality of the Grand Cherokees, especially considering the price. I have several MB's and my wife and I both agree the Grand Cherokee Limited is at least as good and perhaps better than ML350's we have owned. Now, it's time to update as the current design has been out since 2011. Hoping for 2017!

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Just the gear selector. Also, it would be nice to have 'hard' buttons for the heated seats and steering wheels aside from the electronic display.

Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from door panels.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAGXEC	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	04/27/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	K078410238
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K113461272
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	317049541	Report Version	1	Open Date	02/10/2016
Close Date	02/10/2016	Narrative Date	02/11/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What is your average miles per gallon (MPG) with your vehicle? 16-18 mpg.
 Secondary vehicle in your household: 2015.
 Secondary Household Vehicle: Purchased New.
 Jeep.
 Wrangler Unlimited.
 Please indicate your ethnicity
 What is your primary language? English.
 Primary vehicle in your household: Jeep.
 2014.
 Primary Household Vehicle: Purchased New.
 Grand Cherokee.
 Please indicate your gender
 Please indicate your highest education level 4 year college degree.
 How many children 17 or under live in your household?
 What is your current marital status?
 Please indicate your occupation status. Employed.
 Which of the following best describes the area you live in? Urban.

Vehicle Satisfaction Ratings

Steering and handling (responsiveness, stability) 4.
 How do you feel about the durability of your new vehicle? 4.
 Side/profile view styling (driver's side or passenger's side exterior area) 5.
 Exterior design and appearance (overall impression) 5.
 Headlight illumination/performance during night-time driving 5.
 Vehicle storage and space usage 5.
 Head/leg/foot room 5.
 Operating controls while driving (gear selector, turn signals, horn, etc.) 5.
 What is your attitude overall towards the BRAND of your new car? 5.
 Is there anything about your new vehicle you would like to see changed? Add factory mandatory back up sensors & or camera. This is a safety feature that shouldn't be an option but a standard feature
 Ease of using system displays while driving 5.
 Location and usefulness of interior lighting 5.
 Climate control operation (function and ease of use) 5.
 Transmission gear change performance (smoothness) 3.
 Engine exhaust sound 5.
 Clarity of sound 5.
 Integration with media players 5.
 Rear view styling (rear fascia, bumper) 5.
 Support for popular music/video formats 5.
 Appearance of exterior paint 5.
 Interior comfort, design and appearance of interior (overall impression) 5.
 Seat adjustment and comfort 5.
 Steering wheel adjustment 5.
 Safety and visibility while driving 5.
 Engine performance during acceleration 5.
 Front view styling (front fascia, hood, grille, headlight area) 5.
 Wheels, rims, and tires appearance and styling 5.
 Integration with phones 5.
 Brake responsiveness/effort 4.
 How do you feel about the VALUE of your new car? (i.e.) 3.

Vehicle Satisfaction Ratings	
Ride quality	4.
What are your favorite parts of your new vehicle?	The Altitude blacked out badges and wheels
What is your attitude overall towards your new car?	4.
Difficult driving conditions (adverse weather, off-road)	4.
Overall audio, entertainment, and navigation system impression	5.
Fuel economy and driving range	5.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Engine sound	5.

Overview	
Printed User Guide covers the necessary features	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Would you recommend this vehicle to family or friends?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). None
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is/was recall related.

Shift between gears is rough/harsh under normal driving conditions	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Maintaining a fairly constant speed while driving on steep/hilly roads. Maintaining a fairly constant speed on level roads. Normal acceleration. happens under normal to less than normal acceleration
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
To the best of your recollection, the trouble was first noticed:	18-24 months into ownership.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. Hard, jerk when shifting from 2nd to 3rd gear. Doesn't happen all the time

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Gear selector is difficult to operate (auto. trans.).

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Why is the gear selector difficult to operate?	Other (please describe).
To the best of your recollection, the trouble was first noticed:	18-24 months into ownership.
How often does this trouble occur?	Trouble occurs intermittently.
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). from drive to reverse, it goes into park often.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome	
Are you the primary driver of this vehicle?	Yes.

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

No.

Please tell us how many miles are currently on your vehicle:

Less than 10,000.

Engine Components

Engine Components

Engine oil / filter.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

The lack of standard back up sensors &/or camera. An 8" screen but no navigation capabilities.

What Can We Do Better?

What has Chrysler done right?

It still starts and runs so.....

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCT0FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	04/16/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6083511602
Transmission	DFK	8-SPD AUTO 8HP70 TRANS (BUY-US)				Serial#	N102588836
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	317049551	Report Version	1	Open Date	02/10/2016
Close Date	02/10/2016	Narrative Date	02/11/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Primary vehicle in your household: 2011.
Primary Household Vehicle: Purchased New.
Enclave.
Buick.

Secondary vehicle in your household: 2015.
Jeep.
Secondary Household Vehicle: Purchased New.
Grand Cherokee.
Grand Cherokee.
Jeep.
2011.
Replaced Vehicle: Purchased New.

Please tell us about the vehicle you replaced (if applicable): 1.
13-15 mpg.

Vehicle availability: .

What is your average miles per gallon (MPG) with your vehicle? .

Please indicate your ethnicity: .

What is your current marital status? .

Vehicle quality: 5.

Vehicle styling: 5.

Is this your first new vehicle ever purchased / leased? No.

Which, if any, influenced your purchase decision? (check all that apply): Dealer/Salesperson interaction.
Value for the money.
Vehicle test drive.
Internet research.
Features/Capabilities.
Kelley Blue Book.
Dealership information.
Price/Purchase Terms/Financing.
Edmunds.
Previous experience with the vehicle/brand.

What is your primary language? English.

Please indicate your gender: .

What price did you pay for your vehicle? 47k

Ability to test drive: 3.

Financing options: 4.

Which of the following best describes the area you live in? Suburban.

Primary vehicle you were considering: Grand Cherokee.
Primary Considered Vehicle: New.
Jeep.
2015.
Test drive the vehicle.
Visit the dealership.
Research online.
Interact with dealership by phone.

When considering this vehicle: \$150,000 - \$199,999.

What is your total household income (before taxes)? 3.

Convenience of dealership location: .

How many children 17 or under live in your household? .

Please indicate the primary driver's age: .

Trade-in allowance: 4.

Dealership treatment: 4.

About You	
Please indicate your highest education level	4 year college degree.
Please indicate your occupation status.	Employed.
Please indicate your occupation.	Other.
Price	3.
What year were you born?	■
Vehicle performance	5.
Did you purchase or lease your vehicle?	Purchase.
Vehicle fuel economy	1.

Vehicle Satisfaction Ratings	
Engine sound	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.
Difficult driving conditions (adverse weather, off-road)	5.
What are your favorite parts of your new vehicle?	comfort, engine power, audio system
Is there anything about your new vehicle you would like to see changed?	I was interested in some of the lower level models exterior mods that were not available in the Overland (i.e., the blacked out wheels and altered grill in the Laredo
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
What is your attitude overall towards the BRAND of your new car?	5.
How was your purchasing experience (the dealer/dealership)?	4.
Clarity of sound	5.
Integration with media players	5.
What is your attitude overall towards your new car?	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
Ease of using system displays while driving	4.
Engine exhaust sound	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.

Overview	
Printed User Guide covers the necessary features	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
DVD format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Printed User Guide format is easy to understand and use	5 (strongly agree).

Overview	
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Please explain further about your choice to recommend your vehicle:	Its comfortable, has all the bells and whistles that I'm looking for, has space for cargo when needed and is great in all sorts of weather. Looks great too.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). I read about things that I'm interested in on the internet.
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). It just takes getting used to. I had trouble at first landing in reverse on the first try. Many times I would miss it and end up in neutral. Park (P). Its difficult to know if you are in park at times. It took me awhile to get used to it. When I first started driving the car I almost exited the car thinking it was in park when it wasn't.
To the best of your recollection, the trouble was first noticed:	At delivery.
Additional Comments:	Its just a technology change that can be improved to make it more tactile for the driver.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Backing up and then shif ing to park when stopping. It gets better when you get used to it, but its so different from previous shifters that it was scary at times when you had to shift quickly in a crunch.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.
What Can We Do Better?	
Feedback/Concerns:	Just the transmission, but I've heard that it's being addressed in future models.
What has Chrysler done right?	Fit and finish, styling, comfort, flexible platform, great Hemi motor and fun to drive as an every day vehicle.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Transmission gear shifting needs to improve for safety and ease of use.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Detail on High Rated Items	
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Love the look, but I'd like some more options made available to customize the exterior that were available in the Laredo.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The Hemi engine never fails to impress me. Great power when needed and more fun to drive than you'd expect from an SUV.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG9EC	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	02/01/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6019420164
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K027461549
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	317108221	Report Version	1	Open Date	02/11/2016
Close Date	02/11/2016	Narrative Date	02/12/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

How do you feel about the durability of your new vehicle?	3.
Exterior design and appearance (overall impression)	4.
Ride quality	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Climate control operation (function and ease of use)	1.
Location and usefulness of interior lighting	4.
Brake responsiveness/effort	4.
Ease of using system displays while driving	1.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Rear view styling (rear fascia, bumper)	4.
What is your attitude overall towards your new car?	3.
Appearance of exterior paint	4.
Steering and handling (responsiveness, stability)	4.
What are your favorite parts of your new vehicle?	styling, comfort, storage
Interior comfort, design and appearance of interior (overall impression)	3.
Engine performance during acceleration	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
What is your attitude overall towards the BRAND of your new car?	4.
Is there anything about your new vehicle you would like to see changed?	All previously mentioned plus the horn can't be tapped lightly and takes a few hits to honk
How do you feel about the VALUE of your new car? (i.e.	2.
Seat adjustment and comfort	4.
Safety and visibility while driving	4.
Integration with media players	1.
Transmission gear change performance (smoothness)	3.
Difficult driving conditions (adverse weather, off-road)	3.
Clarity of sound	4.
Engine exhaust sound	4.
Ease of getting into and out of vehicle	4.
Engine sound	4.
Overall audio, entertainment, and navigation system impression	1.
Integration with phones	1.
Interior noise level while driving	4.
Fuel economy and driving range	1.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.

USB connection is broken/not working

Please describe the trouble you experienced (check all that apply):	Device does not stay connected. Sometimes it connects to phone, sometimes it doesn't; sometimes it's connected and then disconnects
Where is the location of the media port?	Radio/center stack.
Please indicate if you are able to do either of the following (check all that apply):	Charge devices. Play audio. undependable at best; doesn't respond to controls often on either phone or screen; will just stop recognizing connection and won't reconnect no matter how many times unplug and replug
How often does this trouble occur?	Trouble occurs regularly.
Please indicate the make, model, carrier, and software version on the device used (computer, tablet, etc.):	iphone

USB connection is broken/not working

Please describe conditions when this trouble occurs:

all

Additional Comments:

I don't even bother trying to play music off my phone any more because it rarely works and requires way too much attention off the road trying to get it to respond

About You

What is your primary language?

English.

What is your current marital status?

[REDACTED].

What is your total household income (before taxes)?

\$100,000 - \$124,999.

Please indicate your gender

[REDACTED]

Secondary vehicle in your household:

BMW.

3 Series.

2010.

Secondary Household Vehicle: Purchased Used.

Please indicate your ethnicity

[REDACTED].

Primary vehicle in your household:

Primary Household Vehicle: Purchased New.

2014.

Grand Cherokee.

Jeep.

How many children 17 or under live in your household?

[REDACTED]

Did you purchase or lease your vehicle?

Lease.

Please indicate your highest education level

4 year college degree.

Which of the following best describes the area you live in?

Suburban.

What is your average miles per gallon (MPG) with your vehicle?

16-18 mpg.

Please indicate the primary driver's age.

[REDACTED]

Please indicate your occupation.

Professional Specialty.

What year were you born?

[REDACTED]

Please indicate your occupation status.

Employed.

Hands-Free Phone / Bluetooth system wont connect

Did your phone lose signal?

No.

Connection problem happens on:

Bluetooth connection between cell phone and the system.

Is there more than one phone paired to the vehicle?

No.

Connection problem happens when:

Starting up the system: cell phone is not automatically found and connected to the system.

How often does this trouble occur?

Trouble occurs intermittently.

Hands-Free Phone / Bluetooth system loses connection

Were you in the middle of a call?

No.

How often does this trouble occur?

Trouble occurs intermittently.

Connection problem happens on:

Bluetooth connection between cell phone and the radio.

Is there more than one phone paired to the vehicle?

No.

Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location

Additional Comments:

Some times the screen is blank (just background and top header) and can't access any controls on it until restart

Please indicate which of the following best describes your concern (check all that apply):

Difficult to use.

Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):

Power on/off, volume dial. often a delay in responding leading to changing it far beyond what was intended

Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):

Controls require too much attention (must take eyes off the road) to operate.

Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location

Please indicate which of the following best describes your concern (check all that apply):

Difficult to use. The delay in response; the fact that it holds up using other features; requires too much attention away from road to make changes if need to switch between climate/radio/etc

Controls and Switches

Controls and Switches

Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Overview

Please explain further about your choice to recommend your vehicle:

Forgot to mention issues with the shifter - easy to put in wrong position i.e. not put it

Overview	
<p>Please rate your overall level of satisfaction with the Printed User Guide</p> <p>Which automotive publications do you subscribe to? (check all that apply)</p> <p>Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?</p> <p>Would you recommend this vehicle to family or friends?</p> <p>Did you review the Owner's Information DVD?</p> <p>Printed User Guide covers the necessary features</p> <p>Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?</p> <p>If our team has any additional questions about your responses, would you accept further contact?</p> <p>Information in the Printed User Guide is easy to find and access</p> <p>Overall, how satisfied are you with the quality of your new vehicle?</p> <p>Did you review the Printed User Guide?</p> <p>Printed User Guide format is easy to understand and use</p> <p>Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?</p>	<p>in park and getting out of car etc</p> <p>3 (neither satisfied nor dissatisfied).</p> <p>Consumer Reports ratings.</p> <p>None or other (if other, please describe). Automotive News</p> <p>No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).</p> <p>No.</p> <p>No.</p> <p>4 (agree).</p> <p>Yes.</p> <p>Yes, by e-mail only.</p> <p>2 (disagree).</p> <p>Neither satisfied nor dissatisfied.</p> <p>Yes.</p> <p>3 (neither agree nor disagree).</p> <p>No, the issue is related to the design of the vehicle.</p>
Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
<p>Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):</p> <p>Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):</p> <p>Please indicate which of the following best describes your concern (check all that apply):</p>	<p>Controls require too much attention (must take eyes off the road) to operate.</p> <p>Touchscreen is slow to respond. Sometimes there's a large delay and you end up selecting something multiple times and a minute later it catches up to all the selections (which is way off)</p> <p>Heating, Cooling, Ventilation controls. response delay, too many steps to get to it compared to a quick knob to turn for adjusting temp, controls, etc, especially if want to change radio at nearly same time</p> <p>Difficult to use. response delay, can't use different controls quickly/nearly simultaneously/</p>
Detail on Low Rated Items	
<p>You rated fuel economy and driving range Low. Use this space to provide any specific comments you would like to share.</p> <p>You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.</p> <p>You rated integration with media players Low. Use this space to provide any specific comments you would like to share.</p> <p>You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.</p> <p>You rated overall audio, entertainment, and navigation system impression Low. Use this space to provide any specific comments you would like to share.</p> <p>You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.</p>	<p>fuel economy is not good at all</p> <p>too many delays; can't use at nearly same time as radio etc</p> <p>Connection often breaks and can't be regained; doesn't respond to phone or display controls</p> <p>difficult to use quickly with delays and too much attention off road</p> <p>difficult to use quickly with delays and too much attention off road</p> <p>gear selector is not good; horn can't be tapped and takes a few presses to get to sound -- not useful when trying to get someone's attention quickly</p>
Interior Trim/Storage/Window Components	
Interior Trim/Storage/Window Components	Floor mat.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	<p>Interior Climate Control.</p> <p>Entertainment/Navigation System/Connectivity.</p> <p>Interior Trim/Storage/Windows.</p>
Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located	
<p>Please indicate which of the following best describes your concern (check all that apply):</p> <p>Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):</p> <p>Please indicate which feature your vehicle is equipped with:</p> <p>Additional Comments:</p>	<p>Difficult to use. See responses regarding audio display</p> <p>Controls require too much attention (must take eyes off the road) to operate. can't quickly adjust temp/fan and adjust volume/radio when getting into car. Big delays</p> <p>Front dual HVAC control.</p> <p>screen is often unresponsive and slow</p>
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	<p>Hands-Free Phone / Bluetooth system won't connect.</p> <p>Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.</p>

Hands-Free Phone / Bluetooth	
	Hands-Free Phone / Bluetooth system loses connection.
Media	
Media	AUX input issues. USB connection issues.
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. Touchscreen Controls/Menu: Front Screen Display: Other Concerns.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	6s
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	AT&T Mobile.
If known, please tell us your software version	latest
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display: Other Concerns. Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location. Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.
Operation and Functionality	
Operation and Functionality	Cup holder is difficult to use.
Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Hard controls/menus: Front Screen Display: Other Concerns	
Please describe the other trouble you experienced:	Blank screen
Please describe conditions when this trouble occurs:	varies
How often does this trouble occur?	Trouble occurs intermittently.
Cup holder is difficult to use	
Additional Comments:	The velvety material in cupholders and coin holders are impossible to clean and always look awful
USB connection issues	
USB connection issues	USB connection is broken/not working.
What Can We Do Better?	
Feedback/Concerns:	Keep going back to classic jeep looks and styles. Avoid the looks of the current Cherokee etc that makes it look less rugged and more like a minivan

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG5FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	03/07/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6052521806
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K063563672
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	317108061	Report Version	1	Open Date	02/11/2016
Close Date	02/11/2016	Narrative Date	02/12/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Support for popular music/video formats	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Clarity of sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Seat adjustment and comfort	3.
Vehicle storage and space usage	4.
Steering wheel adjustment	3.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	5.
Integration with media players	3.
Ease of using system displays while driving	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Engine performance during acceleration	3.
Engine exhaust sound	3.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Is there anything about your new vehicle you would like to see changed?	The gear shift- when shif ing sometime it's difficult to feel what gear you're in
Engine sound	4.
Navigation system route accuracy	3.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of getting into and out of vehicle	4.
Ride quality	4.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Difficult driving conditions (adverse weather, off-road)	5.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.

No Concerns

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.

No Concerns	
Would you recommend this vehicle to family or friends?	Yes.
About You	
Please indicate the primary driver's age.	██████.
Please indicate your highest education level	Graduate degree.
Please tell us about the vehicle you replaced (if applicable)	Infiniti.
Which, if any, influenced your purchase decision? (check all that apply):	Value for the money. Recommendations from friends or family. Features/Capabilities. Image that the vehicle portrays. Price/Purchase Terms/Financing. Previous experience with the vehicle/brand. Vehicle test drive.
Vehicle fuel economy	2.
Vehicle availability	3.
Price	4.
Please indicate your occupation.	Health Care.
Which of the following best describes the area you live in?	Suburban.
Vehicle quality	4.
Vehicle styling	5.
Please indicate your gender	██████.
Convenience of dealership location	3.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
When considering this vehicle	Research online. Test drive the vehicle.
Ability to test drive	4.
Please indicate your ethnicity	██████████
Dealership treatment	4.
Is this your first new vehicle ever purchased / leased?	No.
How many children 17 or under live in your household?	0.
What is your current marital status?	██████████████████.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle performance	4.
Please indicate your occupation status.	Employed.
What year were you born?	██████
Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The gear shift- when I shift into reverse sometimes it's in drive or I think I'm in reverse and it's really in park. There's not a definitive feeling when you go between positions on the gear shift

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG9FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/31/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6072521776
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K086563278
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	317286729	Report Version	1	Open Date	02/12/2016
Close Date	02/12/2016	Narrative Date	02/15/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	See survey
How do you feel about the durability of your new vehicle?	1.
How do you feel about the VALUE of your new car? (i.e.	1.
Ride quality	2.
Vehicle storage and space usage	5.
Front view styling (front fascia, hood, grille, headlight area)	3.
Wheels, rims, and tires appearance and styling	3.
Difficult driving conditions (adverse weather, off-road)	3.
What is your attitude overall towards your new car?	1.
Clarity of sound	1.
Exterior design and appearance (overall impression)	3.
How was your purchasing experience (the dealer/dealership)?	4.
Ease of getting into and out of vehicle	3.
Interior noise level while driving	3.
Engine sound	3.
Seat adjustment and comfort	4.
Safety and visibility while driving	1.
Fuel economy and driving range	3.
Steering wheel adjustment	4.
Overall audio, entertainment, and navigation system impression	1.
Integration with media players	2.
Climate control operation (function and ease of use)	3.
Ease of using system displays while driving	3.
Brake responsiveness/effort	3.
What are your favorite parts of your new vehicle?	Space
Transmission gear change performance (smoothness)	1.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Headlight illumination/performance during night-time driving	3.
What is your attitude overall towards the BRAND of your new car?	1.
Interior comfort, design and appearance of interior (overall impression)	3.
Engine performance during acceleration	3.
Location and usefulness of interior lighting	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Engine exhaust sound	3.
Support for popular music/video formats	3.
Appearance of exterior paint	3.
Rear view styling (rear fascia, bumper)	3.
Navigation system route accuracy	1.
Integration with phones	2.
Steering and handling (responsiveness, stability)	3.

Gear selector is difficult to operate (auto. trans.)

Going into which position is the gear selector difficult to operate? (check all that apply):	All positions.
Why is the gear selector difficult to operate?	Other (please describe).
Additional Comments:	This shifter was the cause of an accident I had with the vehicle! It is not intuitive, does not give appropriate feedback to the driver that they are in the desired gear. When you engage and shift forward from D to P it VERY often stops at N even with considerable pressure sliding it forward. I left the vehicle thinking I was in Park and

Gear selector is difficult to operate (auto. trans.)

	the vehicle rolled into another parked car resulting in \$3000 damage to both cars and an increase in my insurance rates. I have never had an accident in my life. Thank god it was not in the street where someone could have been killed. I realize this is a widespread problem that is being investigated by the NHTSA. It needs a recall before someone is killed and more people injured. I will be spreading the news via social media to alert as many prospective buyers as possible to the hazards of buying the Jeep Grand Cherokee and the other models that have this electronic shifter. I expect t recover compensation for the losses I have had, and an explanation to the insurance company of culpability to redress my 70% increase in insurance premium. Most importantly it needs to be addressed before more people are injured or killed. NOT HAPPY!
Please describe conditions when this trouble occurs:	This is a VERY BIG ISSUE! DANGEROUS shifter mechanism!
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable).
Did you review the Printed User Guide?	Yes.

Shift between gears is rough/harsh under normal driving conditions

How often does this trouble occur?	Trouble occurs intermittently.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Maintaining a fairly constant speed on level roads. Normal acceleration. Going up an incline. Going down an incline. Hard acceleration. Maintaining a fairly constant speed while driving on steep/hilly roads.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. same 2nd Gear. trans does not shift at appropriate RPM's
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

About You

Did you purchase or lease your vehicle?	Lease.
Is this your first new vehicle ever purchased / leased?	No.

Entertainment/Navigation System/Connectivity>Navigation System>

Navigation System	Navigation system freezes-up/will not work. Navigation system works, but missing information; has incorrect information; gives wrong directions.
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Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

AM/FM/HD/Satellite radio channels have poor or no reception

Additional Comments:	Poor reception, poor sound quality
Please indicate which frequency band has trouble (check all that apply):	FM.
How often does this trouble occur?	Trouble occurs regularly.

Automatic Transmission

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifts at wrong times. Shift between gears is rough/harsh under normal driving conditions. Slips/will not engage gear properly/shifts erratically.
Slips/will not engage gear properly/shifts erratically	
Additional Comments:	This transmission sucks. It does not shift at the right times, level, uphill, downhill, does not matter. Terrible transmission. Worst I've ever experienced in 40 years of driving.
Uconnect Access	
Uconnect Access	Search Engine.
Media	
Media	Radio.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
1. Shifter issue 2. Transmission issue 3. NAV issue XXXXXXXXXX	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other. Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.
What Can We Do Better?	
Feedback/Concerns:	1.Address the shifter issue which is dangerous 2. Replace transmission, it does not work properly. 3. Design new NAV system, it is awful.
Radio	
Radio	AM/FM/HD/Satellite radio channels have poor or no reception.
Navigation system freezes-up/will not work	
How often does this trouble occur?	Trouble occurs regularly.

[Vehicle Lookup](#)

Customer Complaint Report

VIN	1C4RJFCG9FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	03/04/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6052510618
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K060561337
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	317483583	Report Version	1	Open Date	02/15/2016
Close Date	02/15/2016	Narrative Date	02/16/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	transmission
Integration with phones	2.
How do you feel about the VALUE of your new car? (i.e.	3.
Ride quality	4.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of using system displays while driving	4.
How was your purchasing experience (the dealer/dealership)?	2.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Overall audio, entertainment, and navigation system impression	4.
What are your favorite parts of your new vehicle?	hydraulics, uconnect system
Brake responsiveness/effort	4.
Safety and visibility while driving	3.
Vehicle storage and space usage	4.
Location and usefulness of interior lighting	4.
What is your attitude overall towards the BRAND of your new car?	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	5.
Difficult driving conditions (adverse weather, off-road)	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine sound	4.
Fuel economy and driving range	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine performance during acceleration	5.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
How do you feel about the durability of your new vehicle?	4.
Steering and handling (responsiveness, stability)	5.
Transmission gear change performance (smoothness)	3.
Engine exhaust sound	4.
Rear view styling (rear fascia, bumper)	5.

About You

Please tell us about the vehicle you replaced (if applicable)	2014. Toyota. Highlander.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities. Vehicle test drive. Price/Purchase Terms/Financing.
Primary vehicle you were considering:	2015.

About You	
Financing options	Primary Considered Vehicle: New.
Trade-in allowance	Hyundai.
Did you purchase or lease your vehicle?	Santa Fe.
Vehicle fuel economy	3.
What year were you born?	5.
Convenience of dealership location	Purchase.
Vehicle availability	3.
Please indicate the primary driver's age.	3.
Please indicate your gender	5.
Which of the following best describes the area you live in?	Urban.
Ability to test drive	5.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
When considering this vehicle	Research online.
	Visit the dealership.
	Interact with dealership by phone.
Dealership treatment	3.
Secondary vehicle you were considering:	Ford.
	Explorer.
	Secondary Considered Vehicle: New.
	2015.
Primary vehicle in your household:	Santa Fe.
	Hyundai.
	2015.
What price did you pay for your vehicle?	47000.00
Please indicate your highest education level	2 year college degree.
How many children 17 or under live in your household?	1-2.
Please indicate your ethnicity	
Vehicle styling	3.
Please indicate your occupation status.	Retired.
What is your total household income (before taxes)?	\$80,000 - \$99,999.
Vehicle quality	4.
Price	5.
What is your current marital status?	

Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Maintaining a fairly constant speed on level roads.
	Hard acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Additional Comments:	not sure
How often does this trouble occur?	Trouble occurs intermittently.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure. sometimes holds the present gear too long before shifting into next gear

Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call	
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Does the issue occur when speaking at regular volume?	Yes.
Sound quality is poor: (check one)	For the receiver of the call.
Please describe when this trouble occurs:	Other: Please describe when this trouble occurs.
Do you recall your cellular coverage at the time?	Partial cellular coverage.
At other times during use does your phone have poor call quality?	No.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P).
	Reverse (R).
	Neutral (N).
Please describe conditions when this trouble occurs:	when shifting from and to park neutral and reverse it sometimes hard to know which gear you are in
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Gear selector is difficult to operate (auto. trans.)	
Additional Comments:	sometimes i think the car is shifting into reverse when i am actually shifting into park. sometimes when shifting from park or reverse to drive i am shif ing into neutral
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Other (please describe).

Remote Features	
Remote Features	Remote phone/email notifications are broken/not working.

Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions. Hesitation or delay when shifting between gears.

Detail on High Rated Items	
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	like the led and automatic dimmer
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	like the way the sound system sounds
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	has plenty of power for accelerating
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	used a couple of times and was very accurate. once it told of traffic problem

Shift between gears is rough/harsh under normal driving conditions	
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. sometimes holds first,second or third gear too long 3rd Gear. sometimes when eccelerating to get lower gear surges forward 4th Gear. usually 3rd through 5 some imes when accelerating to get lower gear surges forward hard 2nd Gear. see above
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. Not sure. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration. usually always at hard cacceleration Normal acceleration. sometimes at regular acelerations Long after vehicle start-up. intermittent but no ices more longtime after startup
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Additional Comments:	really not sure exactly when it started. thought it was the way the trans worked

Slips/will not engage gear properly/shifts erratically	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Long after vehicle start-up. Hard acceleration. does happen at hard acceleration While driving on level roads. Normal acceleration. mostly at normal acceleration
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Going into which gear/gears does the trouble occur? (check all that apply):	4th Gear. 3rd Gear. 2nd Gear. 5th Gear.
Are you using your vehicle for towing when the problem occurs?	No.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on	bluetooth response with notification. Transmission response as far as shifting into

Detail on Low Rated Items	
any feature of the vehicle that fell well below your expectations.	hard acceleration and gear changing sometime
Hands-Free Phone / Bluetooth system phonebook does not work correctly	
Additional Comments:	bluetooth rings on phone calls but does not respond to notifications from phone
Remote phone/email notifications are broken/not working	
Please describe the trouble you experienced (check all that apply):	Setup completed, but I did not receive requested notifications. do not get notifications
Do you recall your cellular coverage at the time?	Do not recall.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain. Features/Controls/Displays.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system phonebook does not work correctly. Hands-Free Phone / Bluetooth system has poor sound quality at far end.
Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	iphone 6
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Apple.
Features and Controls	
Features and Controls	Driving Mode Selector.
What Can We Do Better?	
What has Chrysler done right?	i really love the hydraulics and extra comfort and safety features offered which is one of the reasons i chose to buy this jeep
Feedback/Concerns:	i would actually prefer the normal style transmission and shift
Driving Mode Selector works, but is difficult to understand/use; is in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. sometimes hard to know what gear you are in. goes into gear other than one attempting to engage
Please indicate why the selector is difficult to understand/use; in a poor location (check all that apply):	Controls require too much attention (must take eyes off the road) to operate. hard to know what gear you are selecting or going into
Uconnect Access	
Uconnect Access	Remote Features.
Driving Mode Selector	
Driving Mode Selector	Driving Mode Selector works, but is difficult to understand/use; is in a poor location.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG0EC	Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	05/03/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6115421922
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K116463264
Color	PGZ	BLACK FOREST GREEN PEARL COAT					

Report Number		System Key	317694068	Report Version	1	Open Date	02/17/2016
Close Date	02/17/2016	Narrative Date	02/18/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings	
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Ease of using system displays while driving	5.
Brake responsiveness/effort	5.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Integration with media players	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine performance during acceleration	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Clarity of sound	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Rear view styling (rear fascia, bumper)	5.
What is your attitude overall towards your new car?	5.
Is there anything about your new vehicle you would like to see changed?	The electronic shif ing
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	5.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Fuel economy and driving range	4.
Difficult driving conditions (adverse weather, off-road)	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Transmission gear change performance (smoothness)	5.
What are your favorite parts of your new vehicle?	comfort and quality
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.
Ride quality	5.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the DVD	2 (dissatisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	4 (agree).

Overview

Information in the Printed User Guide is easy to find and access

Please explain further about your choice to recommend your vehicle:

Please rate your overall level of satisfaction with the Printed User Guide

Did you review the Printed User Guide?

What have you used to view your DVD? (check all that apply)

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

Would you recommend this vehicle to family or friends?

Did you review the Owner's Information DVD?

Please provide feedback on how Chrysler can improve the DVD

DVD format is easy to understand and use

Information on the DVD is easy to find and access

If our team has any additional questions about your responses, would you accept further contact?

4 (agree).

Nice quality and reliability with exception of the electronic shifting

3 (neither satisfied nor dissatisfied).

Yes.

Home DVD Player.

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

No, the issue is related to the design of the vehicle.

Yes.

Yes.

Not informative enough

4 (agree).

4 (agree).

Yes, by phone or e-mail.

Gear selector is difficult to operate (auto. trans.)

How often does this trouble occur?

Additional Comments:

Trouble occurs regularly.

The new electronic shifting is not reliable. It is difficult to tell which position the shifter is in. Have almost lost the car in the lake with a trailer as I thought the vehicle was in park and it was not.

Why is the gear selector difficult to operate?

Other (please describe).

To the best of your recollection, the trouble was first noticed:

9-12 months into ownership.

Approximate mileage when trouble was first noticed was:

Less than 10,000.

Please describe conditions when this trouble occurs:

Can not tell what position the transmission is in.

Going into which position is the gear selector difficult to operate? (check all that apply):

All positions. electronic shifting is difficult

About You

Primary vehicle in your household:

X5.

BMW.

2009.

Did you purchase or lease your vehicle?

Purchase.

What is your average miles per gallon (MPG) with your vehicle?

21-22 mpg.

Please indicate your occupation status.

Employed.

Which of the following best describes the area you live in?

Rural.

Please indicate your gender

Male

How many children 17 or under live in your household?

1

Please indicate your highest education level

Graduate degree.

What is your primary language?

English.

What is your total household income (before taxes)?

\$125,000 - \$149,999.

Please indicate your ethnicity

White

Please indicate your occupation.

Engineer

Please indicate the primary driver's age.

35-44

What is your current marital status?

Married

Automatic Transmission

Automatic Transmission

Gear selector is difficult to operate (auto. trans.).

Welcome

Are you the primary driver of this vehicle?

Yes.

Please tell us how many miles are currently on your vehicle:

20,000-29,999.

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Transmission and Drivetrain.

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.

The electronic shifting is unreliable. You must really concentrate as to the position of the shifter

What Can We Do Better?

What has Chrysler done right?

Excellent quality all around with exception with the electronic shifting

What Can We Do Better?	
Feedback/Concerns:	Electronic shifting
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
<div>Vehicle Lookup</div>	

Customer Complaint Report

VIN	1C4RJFBGXFC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	02/10/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6029520086
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K036563093
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	317694539	Report Version	1	Open Date	02/17/2016
Close Date	02/17/2016	Narrative Date	02/18/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

Gear shift operation.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Gearshift control back to normal click into place operation
Front view styling (front fascia, hood, grille, headlight area)	5.
Difficult driving conditions (adverse weather, off-road)	5.
Wheels, rims, and tires appearance and styling	5.
What is your attitude overall towards your new car?	5.
Ease of using system displays while driving	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Integration with phones	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	5.
Support for popular music/video formats	3.
Navigation system route accuracy	4.
Ride quality	4.
Exterior design and appearance (overall impression)	5.
Transmission gear change performance (smoothness)	2.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Safety and visibility while driving	5.
Clarity of sound	4.
Engine exhaust sound	4.
Integration with media players	3.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
What is your attitude overall towards the BRAND of your new car?	5.
Rear view styling (rear fascia, bumper)	5.
What are your favorite parts of your new vehicle?	Versatility, Uconnect
How was your purchasing experience (the dealer/dealership)?	3.
Steering and handling (responsiveness, stability)	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
How do you feel about the durability of your new vehicle?	5.

About You

Financing options	1.
Primary vehicle you were considering:	2015.
	Primary Considered Vehicle: New.

About You

Secondary vehicle in your household:

Please tell us about the vehicle you replaced (if applicable)

Is this your first new vehicle ever purchased / leased?

Which of the following best describes the area you live in?

Price

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Primary vehicle in your household:

How many children 17 or under live in your household?

Vehicle performance

Vehicle fuel economy

Please indicate your occupation.

Convenience of dealership location

Please indicate the primary driver's age.

What is your primary language?

Which, if any, influenced your purchase decision? (check all that apply):

Did you purchase or lease your vehicle?

Trade-in allowance

Dealership treatment

What year were you born?

What is your current marital status?

Ability to test drive

Please indicate your highest education level

Please indicate your occupation status.

Vehicle quality

Vehicle styling

What price did you pay for your vehicle?

What is your average miles per gallon (MPG) with your vehicle?

Please indicate your ethnicity

Please indicate your gender

What is your total household income (before taxes)?

Vehicle availability

When considering this vehicle

Explorer.

Ford.

2016.

GMC.

Acadia Denali.

Secondary Household Vehicle: Purchased New.

EX35.

2012.

Infiniti.

No.

Suburban.

1.

Don't like NSync system, vehicle specs too wide

Primary Household Vehicle: Purchased New.

Acadia Denali.

0.

1.

1.

Professional Specialty.

1.

English.

Internet research.

Features/Capabilities.

Purchase.

1.

1.

1.

1.

1.

1.

Other (please specify) - JD.

Retired.

1.

1.

38,000

19-20 mpg.

1.

1.

More than \$200,000.

1.

Research online.

No Concerns

Please rate your overall level of satisfaction with the Printed User Guide Information in the Printed User Guide is easy to find and access

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

If you took your vehicle to a dealer for work completion or a warranty repair, was the trouble(s) repaired or explained?

Overall, how satisfied are you with the quality of your new vehicle?

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Did you review the Owner's Information DVD?

Please explain further about your choice to recommend your vehicle:

Which automotive publications do you subscribe to? (check all that apply)

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):

If you took your vehicle to a dealer for a scheduled maintenance, were you satisfied with the time it took to fully complete?

Did you review the Printed User Guide?

Would you recommend this vehicle to family or friends?

Please provide feedback on how Chrysler can improve the Printed User Guide

Printed User Guide format is easy to understand and use

4 (satisfied).

4 (agree).

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Not applicable.

Very satisfied.

Yes.

No.

It is my 4th Grand Cherokee, I am a loyal fan.

Consumer Reports ratings.

Have not taken my vehicle to any dealer since taking delivery.

Not applicable.

Yes.

Yes.

Make it available online and searchable by word.

4 (agree).

No Concerns	
Printed User Guide covers the necessary features	4 (agree).
What Can We Do Better?	
What has Chrysler done right?	Overall, the Grand Cherokee is a terrific vehicle. It is versatile, comfortable, has many great features, and is reliable. I especially like the UConnect system.
Feedback/Concerns:	I have one complaint. I do not like the shifter arrangement that does not move or click into position. If trying to do it quickly (e.g, backing out of a parking space and needing to quickly pull back in), it often takes 2 or 3 tries to get it into the proper gear.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.
Detail on High Rated Items	
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	LEspecially like large nav screen, logic of controls

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG2EC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	09/14/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6241321967
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K255361077
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	317933408	Report Version	1	Open Date	02/21/2016
Close Date	02/21/2016	Narrative Date	02/22/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Overview

Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Printed User Guide covers the necessary features	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver. Auto Week. Automobile. Motor Trend. Road and Track. Consumer Reports ratings.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). Dealer where purchased (Smolich) could not fix. Deal where not purchased (Jim Click) fixed on first visit.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Took to a different dealer.
Was the trouble resolved to your satisfaction?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
DVD format is easy to understand and use	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
How many visits did you make to the dealer?	1 visit.
The Smartphone Application format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	Yes.

Vehicle Satisfaction Ratings

Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Engine exhaust sound	4.
Clarity of sound	5.
Is there anything about your new vehicle you would like to see changed?	Body small dents too easily.
Integration with media players	5.
What is your attitude overall towards your new car?	5.

Vehicle Satisfaction Ratings

Support for popular music/video formats	4.
Appearance of exterior paint	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	4.
Vehicle storage and space usage	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Difficult driving conditions (adverse weather, off-road)	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	4.
What are your favorite parts of your new vehicle?	Ability to be flat towed.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Rear view styling (rear fascia, bumper)	3.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Ride quality	4.

About You

What is your current marital status?	
Primary vehicle in your household:	2014. Grand Cherokee. Jeep. Primary Household Vehicle: Purchased New.
Please indicate your occupation status.	Retired.
Please indicate your ethnicity	
Please indicate your occupation.	
Which of the following best describes the area you live in?	Suburban.
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used. Audi. A4. 2011. \$150,000 - \$199,999.
What is your total household income (before taxes)?	
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Please indicate your gender	
Please indicate the primary driver's age.	
What is your primary language?	English.
Please indicate your highest education level	PhD.
Did you purchase or lease your vehicle?	Purchase.
How many children 17 or under live in your household?	0.

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	20,000-29,999.
Are you the primary driver of this vehicle?	Yes.

Gear selector is difficult to operate (auto. trans.)

How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Most times when shifting.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Going into which position is the gear selector difficult to operate? (check all	Drive (D). Erratic, unpredictable.

Gear selector is difficult to operate (auto. trans.) that apply):	Park (P). Erratic, unpredictable. Neutral (N). Erratic, unpredictable. Manual sport mode, if equipped (M +/-). Erratic, unpredictable. Reverse (R). Erratic, unpredictable.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Fuel sensor	
When was the replacement made on your vehicle?	18-24 months into ownership.
How much did the replacement cost?	\$100-\$499.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than the one I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	20,000-29,999.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

What Can We Do Better?	
Feedback/Concerns:	Fine vehicle.
What has Chrysler done right?	Neutral position for RV towing is essential, or I would not have purchased vehicle.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Engine Components	
Engine Components	Fuel sensor.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Body dent too easily. Minor parking lot dings too common.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFJG8FC	Model Year	2015	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY	
Built Date	07/15/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6174510611
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K187563496
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	317933916	Report Version	1	Open Date	02/20/2016
Close Date	02/20/2016	Narrative Date	02/22/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

What Can We Do Better?

Feedback/Concerns:	Auto parking and lane departure would be nice to see on the vehicle. I was very disappointed that my purchase not included in the Jeep Club. For the price the Grand Cherokee Summit costs, it should be included.
What has Chrysler done right?	The vehicle is nicely equipped and comfortable to drive.

Detail on High Rated Items

You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Good amount of room for the size vehicle
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	same as above
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	The black metallic shows well
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	The gear shifting needs to be looked at. There are times it does not go right into the gear intended.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	same as above
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	The vehicle has a very nice appearance. looks aggressive.
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	same as above
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	Clean, good looking a comfortable seating
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Provides a bright wide angle light.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	Provides a sleek aggressive look.

Overview

How many visits did you make to the dealer?	1 visit.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Was the trouble resolved to your satisfaction?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Please provide feedback on how Chrysler can improve the Smartphone Application	The logon on needs a finger print scanner rather than having to put in the password each time.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Were the trouble(s) repaired or explained?	Fully.
Please explain further about your choice to recommend your vehicle:	I have had 5 other Grand Cherokees

Overview	
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Car and Driver.
Did you review the Printed User Guide?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

Vehicle Satisfaction Ratings	
Location and usefulness of interior lighting	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
How do you feel about the durability of your new vehicle?	5.
Steering and handling (responsiveness, stability)	4.
Integration with media players	3.
Ease of using system displays while driving	4.
Climate control operation (function and ease of use)	5.
Is there anything about your new vehicle you would like to see changed?	additional technology features, a heads up display would be a nice feature
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Overall audio, entertainment, and navigation system impression	4.
What is your attitude overall towards the BRAND of your new car?	5.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	5.
Interior noise level while driving	4.
Ride quality	4.
Ease of getting into and out of vehicle	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Rear view styling (rear fascia, bumper)	5.
Support for popular music/video formats	4.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	4.
How was your purchasing experience (the dealer/dealership)?	4.
Steering wheel adjustment	5.
What is your attitude overall towards your new car?	5.
Navigation system route accuracy	3.
Clarity of sound	4.
Engine sound	5.
What are your favorite parts of your new vehicle?	Looks good & drives nicely
Integration with phones	3.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). The shifter sometimes takes a bit extra work to get it into the proper gear Reverse (R). The shifter sometimes takes a bit extra work to get it into the proper gear
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	No specific time on this happening
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.

Floor mats will not stay in place
--

Floor mats will not stay in place	
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate which floor mat will not stay in place (check all that apply):	Driver's floor mat. the heavy duty rubber mat pops off of the rear left pin
Please describe conditions when this trouble occurs:	It has happened 2 times in the 6 weeks I have owned the vehicle
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
About You	
Please tell us about the vehicle you replaced (if applicable)	2014. Cadillac. Replaced Vehicle: Purchased New. CTS Sedan.
What is your total household income (before taxes)?	More than \$200,000.
Which, if any, influenced your purchase decision? (check all that apply):	Edmunds. Features/Capabilities. Image that the vehicle portrays. Lifestyle. On-Line blogs or forums. Internet research. Kelley Blue Book. Value for the money.
What is your primary language?	English.
When considering this vehicle	Interact with dealership by email. Research online. Interact with dealership by phone. Test drive the vehicle.
Primary vehicle in your household:	Lincoln. Primary Household Vehicle: Purchased New. MKC. 2015. Purchase.
Did you purchase or lease your vehicle?	1
What year were you born?	49000
What price did you pay for your vehicle?	4.
Vehicle performance	Employed.
Please indicate your occupation status.	4.
Vehicle quality	
Please indicate the primary driver's age.	
Which of the following best describes the area you live in?	Suburban.
Vehicle availability	3.
Primary vehicle you were considering:	Acura. Primary Considered Vehicle: New. 2016. MDX.
Vehicle styling	5.
Convenience of dealership location	1.
Financing options	3.
How many children 17 or under live in your household?	0.
Price	3.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Dealership treatment	3.
Ability to test drive	4.
Please indicate your ethnicity	
Please indicate your gender	
What is your current marital status?	
Trade-in allowance	3.
Please indicate your highest education level	Graduate degree.
Is this your first new vehicle ever purchased / leased?	No.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Technology included in the vehicle
Vehicle fuel economy	3.
Please indicate your occupation.	
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Interior Trim/Storage/Windows.

Operation and Functionality	
Operation and Functionality	Floor mats will not stay in place.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJECG3EC	Model Year	2014	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY	
Built Date	02/19/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6039421891
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K038463556
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	317933954	Report Version	1	Open Date	02/20/2016
Close Date	02/20/2016	Narrative Date	02/22/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

How do you feel about the durability of your new vehicle?	2.
Wheels, rims, and tires appearance and styling	5.
Overall audio, entertainment, and navigation system impression	5.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	5.
Engine performance during acceleration	4.
Steering wheel adjustment	5.
Ease of using system displays while driving	4.
Navigation system route accuracy	2.
Headlight illumination/performance during night-time driving	2.
Steering and handling (responsiveness, stability)	3.
Integration with media players	5.
Is there anything about your new vehicle you would like to see changed?	Gear shift
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Engine sound	4.
Interior noise level while driving	2.
How do you feel about the VALUE of your new car? (i.e.	4.
Ride quality	5.
Vehicle storage and space usage	5.

About You

Please indicate the primary driver's age.	
How many children 17 or under live in your household?	0.
Please indicate your gender	e.
What is your current marital status?	
Primary vehicle in your household:	Jeep.
	Primary Household Vehicle: Purchased New.
Please indicate your occupation status.	Employed.
Please indicate your highest education level	4 year college degree.
What is your total household income (before taxes)?	More than \$200,000.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Please indicate your ethnicity	
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your occupation.	Professional Specialty.

Slips/will not engage gear properly/shifts erratically

Are you using your vehicle for towing when the problem occurs?	No.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Getting car to go and stop sometime time it lunges Hard acceleration.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	10,000-19,999.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Going into which gear/gears does the trouble occur? (check all that apply):	1st Gear. Putting car in park and drive
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.

Overview

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
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Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle:	The gear shifting I hate. My husband hates the car worse than me. We are looking at trading car if a recall don't come thru. If I small child is in front of the car when it lunges there will definitely be plenty of lawsuit. Thank goodness I have no small children. Please get these cars fix before so one dies.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).

Welcome	
Please tell us how many miles are currently on your vehicle:	30,000-39,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Abnormal noises coming from under vehicle	
Approximate mileage when trouble was first noticed was:	10,000-19,999.
From what area of the vehicle is the noise coming?	Passenger's side - front.
How often does this trouble occur?	Trouble occurs regularly.
How loud is the noise?	Moderate.
Please describe conditions when this trouble occurs:	All the timr
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Noise sounds like (Check all that apply):	Other noise (please describe). Like wind is coming in the car

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Other. Transmission and Drivetrain.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Gear shift. XXXXXXXXXX

Transmission and Drivetrain Components	
Transmission and Drivetrain Components	Gear/stick shift.

Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically.

Noise and Vibration	
Noise and Vibration	Abnormal noises coming from under vehicle.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAGXFC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	04/22/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6100521666
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K110563340
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	317934067	Report Version	1	Open Date	02/20/2016
Close Date	02/20/2016	Narrative Date	02/22/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	It's hard to get into park without a hard shift
Safety and visibility while driving	2.
Fuel economy and driving range	4.
Ride quality	3.
Steering wheel adjustment	4.
What are your favorite parts of your new vehicle?	Heated mirrors
Wheels, rims, and tires appearance and styling	3.
Overall audio, entertainment, and navigation system impression	3.
Integration with media players	4.
Clarity of sound	3.
Engine sound	3.
Ease of using system displays while driving	4.
Transmission gear change performance (smoothness)	3.
Brake responsiveness/effort	2.
Interior comfort, design and appearance of interior (overall impression)	3.
How was your purchasing experience (the dealer/dealership)?	3.
What is your attitude overall towards your new car?	3.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Ease of getting into and out of vehicle	2.
Interior noise level while driving	2.
Support for popular music/video formats	3.
Appearance of exterior paint	3.
Rear view styling (rear fascia, bumper)	3.
Exterior design and appearance (overall impression)	4.
Engine exhaust sound	3.
How do you feel about the VALUE of your new car? (i.e.	2.
Engine performance during acceleration	3.
Navigation system route accuracy	3.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Headlight illumination/performance during night-time driving	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Climate control operation (function and ease of use)	3.
Integration with phones	4.
Difficult driving conditions (adverse weather, off-road)	2.
Vehicle storage and space usage	3.
Location and usefulness of interior lighting	3.
How do you feel about the durability of your new vehicle?	3.
Seat adjustment and comfort	2.
Steering and handling (responsiveness, stability)	3.

About You

How many children 17 or under live in your household?	1-2.
Vehicle fuel economy	4.
Vehicle performance	4.
Price	4.
Vehicle quality	4.
Secondary vehicle you were considering:	GMC.
Which of the following best describes the area you live in?	Suburban.

About You	
Vehicle styling	4.
Please indicate your highest education level	4 year college degree.
Please indicate your occupation status.	Employed.
Which, if any, influenced your purchase decision? (check all that apply):	Manufacturers website. Dealer/Salesperson interaction.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Trade-in allowance	2.
Convenience of dealership location	2.
Ability to test drive	4.
Please indicate your ethnicity	[REDACTED]
Please indicate your occupation.	[REDACTED]
When considering this vehicle	Interact with dealership by phone. Test drive the vehicle. Visit the dealership. Research online.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	[REDACTED]
Please indicate the primary driver's age.	[REDACTED]
Primary vehicle you were considering:	Toyota.
Primary vehicle in your household:	Chevrolet.
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Vehicle availability	2.
Financing options	3.
Dealership treatment	5.
What is your current marital status?	[REDACTED]
Is this your first new vehicle ever purchased / leased?	No.
No Concerns	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). None
Would you recommend this vehicle to family or friends?	Yes.
If you took your vehicle to a dealer for a scheduled maintenance, were you satisfied with the time it took to fully complete?	Not applicable.
Information in the Smartphone Application is easy to find and access	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Took to a different dealer than the one I purchased my vehicle from for a warranty repair. Some flash drive issue
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
If you took your vehicle to a dealer for work completion or a warranty repair, was the trouble(s) repaired or explained?	Fully.
Please explain further about your choice to recommend your vehicle:	If they want a small SUV
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
What Can We Do Better?	
Feedback/Concerns:	Would like actual 4x4, more basic options on the Laredo included in price
What has Chrysler done right?	It's a nice vehicle
Welcome	
Please tell us how many miles are currently on your vehicle:	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Shifting to park is difficult, push button to lock only works sometimes

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG9FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	05/04/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6100511387
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K118563456
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number		System Key	317934058	Report Version	1	Open Date	02/21/2016
Close Date	02/21/2016	Narrative Date	02/22/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Ventilated seats
What is your attitude overall towards the BRAND of your new car?	5.
Wheels, rims, and tires appearance and styling	3.
Rear view styling (rear fascia, bumper)	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
Interior comfort, design and appearance of interior (overall impression)	3.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Brake responsiveness/effort	5.
Exterior design and appearance (overall impression)	4.
Ease of using system displays while driving	3.
Support for popular music/video formats	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	Gear shift system; nav system.
Vehicle storage and space usage	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Engine sound	5.
Integration with media players	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Integration with phones	2.
Difficult driving conditions (adverse weather, off-road)	5.
Navigation system route accuracy	3.
What is your attitude overall towards your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.
Fuel economy and driving range	3.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.

Squeak/rattle/abnormal noises from center console

Please describe in the box below where from the center console the trouble with abnormal noises is located:	When it becomes cold outside, the center console will rattle. I have noticed I can stop the rattle by pressing on the back left section, near the gear shift mechanism.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Additional Comments:	This issue has happened less often since I discovered where to press down to stop it when it occurs.
Please describe conditions when this trouble occurs:	When it is cold outside.

Driving Mode Selector works, but is difficult to understand/use; is in a poor location	
<p>Please indicate why the selector is difficult to understand/use; in a poor location (check all that apply):</p> <p>Additional Comments:</p> <p>Please indicate which of the following best describes your concern (check all that apply):</p>	<p>Controls require too much effort/force to operate.</p> <p>Operation of key fob is confusing/doesn't make sense.</p> <p>Controls require too much attention (must take eyes off the road) to operate.</p> <p>NOTE: This issue relates to the gear shift mechanism, not the driving mode selector. The gear shift mechanism did not appear on the list of selections, so I chose this as the closest related option. The gear shift mechanism on this model of Grand Cherokee is miserable and Jeep should take active steps to make it more user friendly. I should not have to press the brake to switch from neutral to drive - this is dangerous in a car wash setting, for example. Also, it is not physically clear that the vehicle is or IS NOT in park, which can be dangerous if I don't pay special attention to the gear indicator. On several occasions, I have thought I put the vehicle in park and moved forward when I went to release the brake. Very bad feature!</p> <p>Difficult to use.</p>

Driving Mode Selector	
Driving Mode Selector	Driving Mode Selector works, but is difficult to understand/use; is in a poor location.

About You	
<p>Did you purchase or lease your vehicle?</p> <p>Is this your first new vehicle ever purchased / leased?</p> <p>Which of the following best describes the area you live in?</p> <p>Primary vehicle you were considering:</p> <p>Please indicate your occupation.</p> <p>Please tell us about the vehicle you replaced (if applicable)</p> <p>Which, if any, influenced your purchase decision? (check all that apply):</p> <p>Financing options</p> <p>What is your current marital status?</p> <p>Ability to test drive</p> <p>When considering this vehicle</p> <p>Vehicle styling</p> <p>What is your primary language?</p> <p>Vehicle quality</p> <p>Price</p> <p>Please indicate your ethnicity</p> <p>Please indicate your gender</p> <p>How many children 17 or under live in your household?</p> <p>Please indicate your highest education level</p> <p>What year were you born?</p> <p>Convenience of dealership location</p> <p>Vehicle availability</p> <p>Please indicate your occupation status.</p> <p>Please indicate the primary driver's age.</p> <p>Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.</p> <p>Vehicle fuel economy</p> <p>Vehicle performance</p> <p>Dealership treatment</p> <p>Trade-in allowance</p> <p>What price did you pay for your vehicle?</p>	<p>Lease.</p> <p>No.</p> <p>Suburban.</p> <p>5 Series.</p> <p>2015.</p> <p>Primary Considered Vehicle: New.</p> <p>BMW.</p> <p>Executive / Managerial.</p> <p>2013.</p> <p>Grand Cherokee.</p> <p>Replaced Vehicle: Purchased New.</p> <p>Jeep.</p> <p>Price/Purchase Terms/Financing.</p> <p>Dealer/Salesperson interaction.</p> <p>Lifestyle.</p> <p>Image that the vehicle portrays.</p> <p>Previous experience with the vehicle/brand.</p> <p>Value for the money.</p> <p>5.</p> <p>██████████.</p> <p>1.</p> <p>Visit the dealership.</p> <p>Interact with dealership by phone.</p> <p>Interact with dealership by email.</p> <p>Research online.</p> <p>Test drive the vehicle.</p> <p>4.</p> <p>English.</p> <p>4.</p> <p>5.</p> <p>██████████</p> <p>██████.</p> <p>0.</p> <p>4 year college degree.</p> <p>██████</p> <p>3.</p> <p>4.</p> <p>Employed.</p> <p>██████</p> <p>Pricing was outrageous.</p> <p>1.</p> <p>4.</p> <p>4.</p> <p>5.</p> <p>Don't recall.</p>

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	<p>Navigation system works, but traffic information doesnt work / or is difficult to understand.</p> <p>Navigation system works, but missing information; has incorrect information; gives wrong directions.</p> <p>Navigation system screen is in a poor location.</p>
Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
What Can We Do Better?	
What has Chrysler done right?	Overall, the vehicle quality is good and most features work well. The gear shift is a big minus, though.
Feedback/Concerns:	Come up with a fix for the gear shift mechanism and update the nav software to be more intuitive (which oddly was the case with the older, less pretty version).
Overview	
Please rate your overall level of satisfaction with the Smartphone Application Printed User Guide covers the necessary features Did you review the Owner's Information DVD? Please explain further about your choice to recommend your vehicle:	<p>3 (neither satisfied nor dissatisfied).</p> <p>4 (agree).</p> <p>No.</p> <p>This is my third Grand Cherokee, and overall, I have been satisfied. However, the issues with the shifting mechanism and poor nav system will prompt me to very closely evaluate before selecting another Grand Cherokee in the future. I will not buy a new one until these issues have been addressed; my hope is that will occur before my lease is up in two years.</p>
Information in the Smartphone Application is easy to find and access Printed User Guide format is easy to understand and use Information in the Printed User Guide is easy to find and access Overall, how satisfied are you with the quality of your new vehicle? Would you recommend this vehicle to family or friends?	<p>3 (neither agree nor disagree).</p> <p>4 (agree).</p> <p>4 (agree).</p> <p>Satisfied.</p> <p>Yes.</p>
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained? Did you review the Printed User Guide? Please rate your overall level of satisfaction with the Printed User Guide Which automotive publications do you subscribe to? (check all that apply) If our team has any additional questions about your responses, would you accept further contact? The Smartphone Application format is easy to understand and use Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	<p>Yes.</p> <p>No, the issue is related to the design of the vehicle.</p> <p>Yes.</p> <p>4 (satisfied).</p> <p>None or other (if other, please describe). None</p> <p>Yes, by e-mail only.</p> <p>3 (neither agree nor disagree).</p> <p>Yes.</p>
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from center console.
Speakers rattle	
How often does this trouble occur? Please describe conditions when this trouble occurs: Approximate mileage when trouble was first noticed was: Additional Comments: To the best of your recollection, the trouble was first noticed: Please indicate which speaker has trouble (check all that apply):	<p>Trouble occurs regularly.</p> <p>Regular road conditions</p> <p>0 - 1499 miles.</p> <p>This has been resolved by the dealer.</p> <p>At delivery.</p> <p>Subwoofer (if equipped). Dealer identified that the speaker was not fully connected, causing it to rattle.</p>
Speaker trouble occurs: Please indicate which media sources were being played (check all that apply):	<p>At all volume levels.</p> <p>Satellite Radio.</p>
Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share. You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	<p>Szott was outstanding and I will absolutely be going back to him if I choose to buy another Chrysler / Jeep vehicle. They could teach classes on customer service. Top notch.</p> <p>The color I have is unique and was a deciding factor in selecting my vehicle - I had not seen it previously.</p>
Entertainment/Navigation System/Connectivity	

Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.
Entertainment/Navigation System/Connectivity	None
Please tell us your cell phone model	iPhone 6
If known, please tell us your software version	Current - Always Updated

Features and Controls	
Features and Controls	Door locks/key fob entry system. Driving Mode Selector.

Hands-Free Phone / Bluetooth system loses connection	
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	This problem has occurred within the last week. When it occurs, the call reverts to the handset and the phone becomes unpaired. I am able to go to the setup screen and reconnect the phone by selecting it, and the call resumes. Obviously, this presents a risk to do while driving, and is frustrating both to the party on the other end of the call and me.
Were you in the middle of a call?	Yes, and did not transfer call to headset.
Is there more than one phone paired to the vehicle?	No.
Lost connection problem happens when:	In the middle of a call.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.

Key fob entry system works properly, but is difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. The buttons on the remote are flat and featureless, making it difficult to tell them apart by touch, for example at night or while keys are in my pocket.
Please indicate why the key fob entry system controls are difficult to understand/use; layout is poor (check all that apply):	Key fob buttons difficult to operate. See above.

Navigation system screen is in a poor location	
Additional Comments:	My 2013 Grand Cherokee had a much easier to use navigation interface. This interface is cumbersome and slow, causing user frustration. When traveling to another state, I have to switch the state before I can even input an address, rather than simply inputting a zip code and having it find the location. Very disappointing.

Navigation system works, but missing information; has incorrect information; gives wrong directions	
Additional Comments:	This happened within the last week.
Please indicate which navigation system item has trouble (check all that apply):	Navigation system provides wrong directions. See above.
Please indicate which of the following best describes your concern (check all that apply):	Navigation system gives wrong directions. On several instances, the Nav system will tell me I have arrived at my destination when I am still up to a half mile away. An example is 3106 Bean Oller Road in Delaware, OH.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The nav system is slow and cumbersome to use. Given my experience with the previous (2013) model, I was very surprised to find an INFERIOR experience. I was also very disappointed that my newer Jeep does not include traffic in the nav system, as well as the ability to actively reroute around traffic issues - if Google can do it on my phone, why can't my \$1,500 nav system?
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	As noted previously, the gear shifting mechanism and related performance is very poor and should be actively addressed and rectified.

Door locks/key fob entry system	
Door locks/key fob entry system	Key fob entry system works properly, but is difficult to understand/use.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Interior Trim/Storage/Windows. Features/Controls/Displays.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.

Navigation system works, but traffic information doesn't work / or is difficult to understand	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Traffic information does not display at all. Not sure if Traffic information is supposed to be displayed on this model, but I never see any. I was very disappointed in a

Navigation system works, but traffic information doesn.t work / or is difficult to understand	
current model vehicle not to have traffic included.	
Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers rattle.
Vehicle Lookup	

Customer Complaint Report

VIN	1C4RJFBG7F0	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/31/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6282521526
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K301563317
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	318139438	Report Version	1	Open Date	02/22/2016
Close Date	02/22/2016	Narrative Date	02/23/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Vehicle availability	3.
What year were you born?	
Please indicate your occupation.	
What price did you pay for your vehicle?	38000
Secondary vehicle in your household:	2012. Fusion. Ford. Secondary Household Vehicle: Purchased New.
Vehicle styling	4.
Vehicle quality	5.
Did you purchase or lease your vehicle?	Purchase.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used. Grand Cherokee. 2006. Jeep.
Vehicle performance	4.
Which, if any, influenced your purchase decision? (check all that apply):	Previous experience with the vehicle/brand.
Price	3.
Convenience of dealership location	3.
Please indicate the primary driver's age.	
What is your primary language?	English.
Please indicate your highest education level	4 year college degree.
Ability to test drive	1.
Which of the following best describes the area you live in?	Rural.
Trade-in allowance	3.
Please indicate your ethnicity	
Please indicate your gender	
What is your current marital status?	
Please indicate your occupation status.	Employed.
Is this your first new vehicle ever purchased / leased?	No.
Financing options	3.
Dealership treatment	5.
How may children 17 or under live in your household?	0.
Vehicle fuel economy	3.

Vehicle Satisfaction Ratings

Engine sound	3.
Safety and visibility while driving	4.
Engine performance during acceleration	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Integration with media players	3.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
How do you feel about the VALUE of your new car? (i.e.	2.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.

Vehicle Satisfaction Ratings	
Clarity of sound	1.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Difficult driving conditions (adverse weather, off-road)	4.
Brake responsiveness/effort	3.
Support for popular music/video formats	3.
Headlight illumination/performance during night-time driving	4.
What is your attitude overall towards the BRAND of your new car?	4.
Exterior design and appearance (overall impression)	5.
Engine exhaust sound	3.
Climate control operation (function and ease of use)	4.
Ease of getting into and out of vehicle	2.
Interior noise level while driving	2.
Steering and handling (responsiveness, stability)	4.
Overall audio, entertainment, and navigation system impression	2.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Vehicle storage and space usage	3.
Ease of using system displays while driving	3.
How do you feel about the durability of your new vehicle?	3.
Integration with phones	4.
Ride quality	4.

Appearance	
Appearance	Interior materials soils/scuffs too easily. Carpet has gaps/poor fit.

Carpet has gaps/poor fit	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe in the box below where on the carpet the trouble with excessive gaps/poor fit of materials is located:	In front/above accelerator and brake pedals, under front seats

AM/FM/HD/Satellite radio channels have poor or no reception	
Please describe conditions when this trouble occurs:	Normal driving and listening
Please indicate which frequency band has trouble (check all that apply):	FM. Sudden volume changes Satellite. Sudden volume changes
How often does this trouble occur?	Trouble occurs regularly.

Speakers cut-in/out	
Please describe conditions when this trouble occurs:	Normal use of radio or XM satellite radio - Antenna problem?
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Speaker trouble occurs:	At all volume levels.
To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which media sources were being played (check all that apply):	Satellite Radio. FM.
Please indicate which speaker has trouble (check all that apply):	Other (please describe). Sudden volume increases and decreases, music not at all clear

Speakers have poor sound quality	
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate which media sources were being played (check all that apply):	AUX. iPad with bluetooth connection Satellite Radio. FM.
Trouble with speaker occurs:	At all volume levels.
Please indicate which speaker has trouble (check all that apply):	All speakers in the vehicle. The system in my 2006 sounded better
Please describe conditions when this trouble occurs:	Normal driving, normal listening volumes
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Owner's Information DVD?	No.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Printed User Guide covers the necessary features	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Gear selector is difficult to operate (auto. trans.)	
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. Uncertainty about what gear I'm in, as the shifter always returns to a center position. Just yesterday I thought I was in drive, and I started rolling backward (parallel parked on a hill), as I was actually in Neutral.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Center console is difficult to open/close	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate why the center console is difficult to open/close (check all that apply):	Other (please describe). Center "Tray" loose, floppy, not needed. Opening to main storage not intuitive (far-left tab needs to be held while opening lid)
Please describe conditions when this trouble occurs:	All times
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Abnormal noises coming from under vehicle	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Noise sounds like (Check all that apply):	Thumping. Sounds like a loose suspension noise in the front left when going over bumps.
Please describe conditions when this trouble occurs:	While driving over bumps
From what area of the vehicle is the noise coming?	Not Known.
How often does this trouble occur?	Trouble occurs intermittently.
How loud is the noise?	Slight.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Radio	
Radio	AM/FM/HD/Satellite radio channels have poor or no reception.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Interior Trim/Storage/Windows. Transmission and Drivetrain. Entertainment/Navigation System/Connectivity.
Interior materials soils/scuffs too easily	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:	Front door panels (lower) easily scuffed
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Squeak/rattle/abnormal noises from cup holders	
Please describe conditions when this trouble occurs:	Every time anything is in the front cupholder.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe in the box below where from the cup holder the trouble with abnormal noises is located:	Front cup holder squeaks when loaded with any type of bottle/can/water bottle. It appears that the bottom is not tight to the substrate below it. The rearward cup holder "floor" appears more solid, and there is no squeak.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Noise and Vibration	
Noise and Vibration	Abnormal noises coming from under vehicle.
Operation and Functionality	
Operation and Functionality	Center console is difficult to open/close.
Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply):	Difficult to use. Not all controls are accessible without the touch screen (heated seats), making it necessary to look at and toggle through touch screen steps.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location.
Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers cut-in/out. Speakers are not loud enough. Speakers have poor sound quality.
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from cup holders.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	droid max
Please choose your cell phone brand	Motorola.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	1) The shifter is confusing and not intuitive. 2) The sound system is sub-par: my 2006 Grand Cherokee was better. 3) Disappointed that there is not a CD player as standard equipment
You rated clarity of sound Low. Use this space to provide any specific comments you would like to share.	Regardless of source (XM radio, FM, or iPad) sound quality is not good. For example, in known passages with guitar solos with XM Radio, the solo can not be heard.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display: Other Concerns.
Media	
Media	Radio.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEBG1EC	Model Year	2014	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
Built Date	04/24/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6101421743
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K105463179
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	318139591	Report Version	1	Open Date	02/22/2016
Close Date	02/22/2016	Narrative Date	02/23/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Overview

Please explain further about your choice to recommend your vehicle:	i do not like the uncertainty of the gear shift, and the back seat is way too small but otherwise the vehicle is wonderful handles very nice and fun to drive
Printed User Guide covers the necessary features	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Would you recommend this vehicle to family or friends?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Printed User Guide?	Yes.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ride quality	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	gear shifter and rear leg room
Ease of using system displays while driving	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Clarity of sound	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.

Vehicle Satisfaction Ratings	
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Rear view styling (rear fascia, bumper)	5.
What are your favorite parts of your new vehicle?	handling
What is your attitude overall towards your new car?	5.

About You	
What is your primary language?	English.
Please indicate your gender	█ .
What is your current marital status?	█
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Primary vehicle in your household:	Ram. 1500. 2013. Primary Household Vehicle: Purchased New.
Secondary vehicle in your household:	1996. Chrysler. Secondary Household Vehicle: Purchased Used. LHS.
Please indicate your occupation status.	Employed.
Please indicate your ethnicity	█
Which of the following best describes the area you live in?	Suburban.
How many children 17 or under live in your household?	0.
What year were you born?	█
Please indicate your highest education level	2 year college degree.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your occupation.	Technical Specialty.

Floor mats will not stay in place	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate which floor mat will not stay in place (check all that apply):	Driver's floor mat. bunches up to the right
How often does this trouble occur?	Trouble occurs regularly.

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). gear shifter is pushed into park and you start to exit vehicle and the car rolls backwards the car is still in reverse happens very frequently i hate it!!!
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Interior Trim/Storage/Windows.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	rear leg room is awful also the gear shifter is difficult to use

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

What Can We Do Better?	
What has Chrysler done right?	everything else

What Can We Do Better?

Feedback/Concerns: put the dial shifter on the grand cherokee and provide more room for rear seating

Engine Components

Engine Components Fuel cap.

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you. the electronic shift is difficult to operate, unsafe, and dangerous

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

Operation and Functionality

Operation and Functionality Floor mats will not stay in place.

Detail on High Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations. expected more rear leg room

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG7F	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	04/01/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6068510753
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K088561164
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	318139752	Report Version	1	Open Date	02/22/2016
Close Date	02/22/2016	Narrative Date	02/23/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Clarity of sound	5.
Integration with media players	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	Elagent looks
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Engine sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Is there anything about your new vehicle you would like to see changed?	Transmission shifter
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Rear view styling (rear fascia, bumper)	5.
Engine exhaust sound	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards the BRAND of your new car?	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Climate control operation (function and ease of use)	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Ease of using system displays while driving	5.

About You

Which, if any, influenced your purchase decision? (check all that apply):	Price/Purchase Terms/Financing. Value for the money. Previous experience with the vehicle/brand. Vehicle test drive. Dealership information. Features/Capabilities.
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About You

	Dealer/Salesperson interaction. Consumer Reports ratings. Manufacturers website.
What year were you born?	████
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please indicate your gender	████
What is your current marital status?	████
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Jeep.
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Suburban.
Primary vehicle in your household:	Dodge.
Did you purchase or lease your vehicle?	Purchase.
What price did you pay for your vehicle?	36000.00
How many children 17 or under live in your household?	0.
When considering this vehicle	Test drive the vehicle. Visit the dealership.
Please indicate the primary driver's age.	50 - 59.
What is your primary language?	English.
What is your total household income (before taxes)?	\$100,000 - \$124,999.
Please indicate your ethnicity	████
Please indicate your highest education level	Trade / technical school.
Please indicate your occupation status.	Employed.
Please indicate your occupation.	Skilled Trade.

No Concerns

Did you review the Printed User Guide?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If you took your vehicle to a dealer for work completion or a warranty repair, was the trouble(s) repaired or explained?	Fully.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
If you took your vehicle to a dealer for a scheduled maintenance, were you satisfied with the time it took to fully complete?	Not applicable.
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Took to the dealer I purchased my vehicle from for a warranty repair. Recall
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Do not like transmission It seems like i do not always get it into park. I always have to make sure it is in park
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	No Concerns.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFDJ6FC	Model Year	2015	Body	WKJX74	JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY	
Built Date	08/24/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ESG	6.4L V8 SRT HEMI MDS ENGINE				Serial#	6227410700
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M115431426
Color	PRM	REDLINE 2 COAT PEARL					

Report Number		System Key	318139933	Report Version	1	Open Date	02/22/2016
Close Date	02/22/2016	Narrative Date	02/23/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Gear selector is difficult to operate (auto. trans.)

Additional Comments:	Horrible design. Gearshift lever has no "gate" never know which gear you went into unless looking at the dash. Goes into wrong gears and sometimes doesn't fully go into park.
Going into which position is the gear selector difficult to operate? (check all that apply):	<input type="checkbox"/> Drive (D). <input type="checkbox"/> Neutral (N). <input type="checkbox"/> All positions. <input type="checkbox"/> Park (P). <input type="checkbox"/> Reverse (R).
To the best of your recollection, the trouble was first noticed:	At delivery.
Why is the gear selector difficult to operate?	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings

Clarity of sound	3.
Integration with media players	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Navigation system route accuracy	2.
Engine exhaust sound	5.
Safety and visibility while driving	4.
Appearance of exterior paint	5.
Engine performance during acceleration	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	5.
Ease of using system displays while driving	2.
Overall audio, entertainment, and navigation system impression	3.
What is your attitude overall towards the BRAND of your new car?	3.
Rear view styling (rear fascia, bumper)	5.
Seat adjustment and comfort	4.
Difficult driving conditions (adverse weather, off-road)	4.
Support for popular music/video formats	2.
Integration with phones	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
What is your attitude overall towards your new car?	3.
Steering and handling (responsiveness, stability)	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	5.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Engine sound	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.

Vehicle Satisfaction Ratings	
Ride quality	4.
How do you feel about the durability of your new vehicle?	3.

Front headlights/parking lights/fog lights/turn signal lights inoperative	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Please indicate which front lights were inoperative (check all that apply):	Driver's side headlight.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
How often does this trouble occur?	Trouble occurs regularly.

Engine makes abnormal/excessive noises	
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Engine noise occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours. Hot condition - after vehicle is off for less than 1 hour. Warm condition - after vehicle is off for 1 - 6 hours.
What type of fuel do you most often put into your vehicle?	Premium gasoline.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Engine noise occurs (check all that apply):	Within first 5 minutes after starting vehicle. Driving the vehicle for more than 20 minutes.
Engine noise sounds like (check all that apply):	Clicking.
Engine noise occurs while vehicle is (check all that apply):	Idling.
How often does this trouble occur?	Trouble occurs regularly.

Speakers have poor sound quality	
Trouble with speaker occurs:	At all volume levels.
Please indicate which media sources were being played (check all that apply):	Satellite Radio. USB Drive.
Please indicate which speaker has trouble (check all that apply):	Subwoofer (if equipped).
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
How often does this trouble occur?	Trouble occurs regularly.

Hesitation or delay when shifting between gears	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. 2nd Gear. 4th Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Hard acceleration.
Approximate mileage when trouble was first noticed was:	8000 miles or above.

Exterior moldings/trim pieces loose/misaligned/falling off	
Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):	Driver's side front door. Driver's side rear fender/quarter panel. Passenger's side front fender.
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.
Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:	Exterior molding/trim is loose.
Approximate mileage when trouble was first noticed was:	8000 miles or above.

About You	
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Vehicle performance	5.
Please indicate your occupation status.	Employed.
Secondary vehicle you were considering:	Land Rover. Secondary Considered Vehicle: New. Range Rover Sport.

About You	
Price	2015.
Convenience of dealership location	3.
What year were you born?	4.
Vehicle quality	5.
Which of the following best describes the area you live in?	Suburban.
Vehicle styling	5.
Primary vehicle you were considering:	Primary Considered Vehicle: New.
	2014.
	X5 M.
	BMW.
	M4.
	2015.
	BMW.
Primary vehicle in your household:	16-18 mpg.
What is your average miles per gallon (MPG) with your vehicle?	
Please indicate your gender	
When considering this vehicle	Research online.
	Visit the dealership.
Vehicle fuel economy	3.
What is your total household income (before taxes)?	More than \$200,000.
Trade-in allowance	1.
Secondary vehicle in your household:	2013.
	Secondary Household Vehicle: Purchased New.
	Ram.
	3500.
	Other.
Please indicate your occupation.	3.
Financing options	5.
Dealership treatment	Under 30.
Please indicate the primary driver's age.	5.
Ability to test drive	4.
Vehicle availability	No.
Is this your first new vehicle ever purchased / leased?	
What is your current marital status?	0.
How many children 17 or under live in your household?	High school degree / GED.
Please indicate your highest education level	
Please indicate your ethnicity	

Fuel door difficult to open/close	
Please indicate where the fuel door trouble occurs:	Fuel filler door release lever/cable.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which of the following best describes your concern (check all that apply):	Difficult to open. stuck closed
	Difficult to close. when closed doesn't look fully latched, but it is. door not aligned properly
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.

Adaptive front lighting system broken/not working	
Please indicate the trouble experienced with the Adaptive Front Lighting System (check all that apply):	Headlights do not reset to normal position.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Please describe conditions when this trouble occurs:	When it's dark
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which headlight is not working properly (check all that apply):	Driver's side headlight. High beam doesn't work. Been changed at he dealer.
	Going back in again for same issue
To the best of your recollection, the trouble was first noticed:	More than 3 mon hs after delivery.

Transmission makes abnormal/excessive noises	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.
	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Approximate mileage when trouble was first noticed was:	8000 miles or above.

Transmission makes abnormal/excessive noises	
Noise sounds like (Check all that apply):	Other noise (please describe). whining sound
Please indicate driving condition when noise occurs (check all that apply):	Hard acceleration. Normal acceleration.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.

Engine does not idle properly: idles rough, too low, or too high	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Engine idle trouble occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours. Warm condition - after vehicle is off for 1 - 6 hours. Hot condition - after vehicle is off for less than 1 hour.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
What best describes the engine idle trouble? (check all that apply):	Engine idling is rough.
What type of fuel do you most often put into your vehicle?	Premium gasoline.
Engine idle trouble occurs (check all that apply):	Within first 5 minutes after starting vehicle. Driving the vehicle for more than 20 minutes.
How often does this trouble occur?	Trouble occurs regularly.

Steering system/wheel is difficult to turn	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Are you using your vehicle for towing when the problem occurs?	No.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Trouble occurs while traveling at these speeds (check all that apply):	Low speeds (1-25 MPH).
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments:	Feels like the power steering isn't working properly at low speeds. Feel most when parking

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Steering, Handling, and Ride. Seats. Vehicle Exterior. Transmission and Drivetrain. Engine. Entertainment/Navigation System/Connectivity. Other.

Excessive wind noise	
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	driving over 50mph
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please indicate the location of the wind noise (check all that apply):	Driver's side rear door. Driver's side front door window. Driver's side front door. Front windshield.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	6
Please choose your cell phone brand	Apple.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.

Voice Activation / Recognition doesn't recognize command	
What button did you use?	steering wheel
How often does this trouble occur?	Trouble occurs intermittently.
Do you usually set HVAC vent direction toward ceiling?	No.
Please describe when this trouble occurs:	When entering information. When other people in the car are talking.

Lights	
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Lights	
Lights	Automatic high-beam headlights broken/not working. Adaptive front lighting system broken/not working. Front headlights/parking lights/fog lights/turn signal lights inoperative. Exterior Light Failure.
Seat Squeak/Rattle	
Please indicate which seat has a squeak/rattle (check all that apply):	Center rear seat (if equipped).
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Seat Squeak/Rattle	Seat Squeak/Rattle.
Exterior Light Failure	
Please indicate which light has failed (check all that apply):	Driver's side headlight.
Exterior Light Failure	Exterior Light Failure.
Shift between gears is rough/harsh under normal driving conditions	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90°.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Hard acceleration.
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. 4th Gear. 2nd Gear.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
Overview	
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). some issues fixed and others not
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Would you recommend this vehicle to family or friends?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
How many visits did you make to the dealer?	3 visits.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	No.
Did you review the Owner's Information DVD?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Voice Activation / Recognition finishes before completing a command	
Please describe when this trouble occurs:	When entering information. When other people in the car are talking.
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Seat Material	
Seat Material	Seat material concerns.
Seat material concerns	
Please indicate which seat has trouble with its material (check all that apply):	Driver's seat. Seat buttons seem to stay "on" and a clicking sound happens.
Seat material trouble is:	Other (please describe).

Seat material concerns	
Additional Comments:	easy to stain with jean material
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions. Hesitation or delay when shifting between gears.

Voice Activation / Recognition	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command. Voice Activation / Recognition finishes before completing a command.

Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Body panels/doors misaligned/excessive gaps/poor fit	
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please indicate the location of the trouble (check all that apply):	Passenger's side front fender. Driver's side rear fender/quarter panel.
Approximate mileage when trouble was first noticed was:	8000 miles or above.

Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.

Fuel filler door/cap	
Fuel filler door/cap	Fuel door difficult to open/close.

Transmission Noises	
Transmission Noises	Transmission makes abnormal/excessive noises.

USB connection issues	
USB connection issues	USB connection is difficult to understand/use; is in a poor location.

USB connection is difficult to understand/use; is in a poor location	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which of the following best describes your concern (check all that apply):	Poor location.

Exterior Appearance/Paint:	
Exterior Appearance/Paint:	Exterior moldings/trim pieces loose/misaligned/falling off. Body panels/doors misaligned/excessive gaps/poor fit.

Hands-Free Phone / Bluetooth system doesn't work	
How often does this trouble occur?	Trouble occurs intermittently.
Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?	I did not receive any of the materials.

Media	
Media	USB connection issues.

Automatic high-beam headlights broken/not working	
Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):	Do not turn on.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers have poor sound quality.

Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system doesn't work.

Steering and Handling	
Steering and Handling	Steering system/wheel is difficult to turn.

Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display: Other Concerns.
Wind Noise	
Wind Noise	Excessive wind noise.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG2EC	Model Year	2014	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	02/18/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6034421158
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K045463086
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	318369937	Report Version	1	Open Date	02/24/2016
Close Date	02/24/2016	Narrative Date	02/25/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

How do you feel about the VALUE of your new car? (i.e. Support for popular music/video formats	3.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
What is your attitude overall towards the BRAND of your new car?	3.
Clarity of sound	4.
Difficult driving conditions (adverse weather, off-road)	4.
Integration with phones	3.
Interior noise level while driving	3.
Ride quality	3.
Location and usefulness of interior lighting	3.
Steering and handling (responsiveness, stability)	3.
How do you feel about the durability of your new vehicle?	3.
Headlight illumination/performance during night-time driving	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Transmission gear change performance (smoothness)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Safety and visibility while driving	3.
Engine performance during acceleration	3.
Exterior design and appearance (overall impression)	4.
Ease of using system displays while driving	3.
Engine exhaust sound	3.
Overall audio, entertainment, and navigation system impression	4.
Brake responsiveness/effort	4.
Ease of getting into and out of vehicle	4.
Is there anything about your new vehicle you would like to see changed?	Windshield Wiper area could use some heat during snow and ice conditions to prevent wipers from icing up
Climate control operation (function and ease of use)	2.
Engine sound	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Integration with media players	3.
What is your attitude overall towards your new car?	3.
Interior comfort, design and appearance of interior (overall impression)	3.
Seat adjustment and comfort	3.
Steering wheel adjustment	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.

Overview

Would you recommend this vehicle to family or friends?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, appointment currently scheduled.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

About You	
Which of the following best describes the area you live in?	Suburban.
How many children 17 or under live in your household?	■
What is your current marital status?	■■■■■.
Please indicate your ethnicity	■■■■■■■.
Please indicate your gender	■■■■■
Please indicate your occupation status.	Employed.
Please indicate your highest education level	Trade / technical school.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.

What Can We Do Better?	
Feedback/Concerns:	Fix the transmission gear selector issue. Also the vibration noise in Dash.
What has Chrysler done right?	Overall It seems like a pretty good vehicle.

Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Why is the gear selector difficult to operate?	Other (please describe).
Additional Comments:	Extremely dangerous design issue.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). This is extremely hazardous. Sometimes it doesn't go into park.
Please describe conditions when this trouble occurs:	When you move the selector to Park quickly sometimes the system does not recognize the command.

Squeak/rattle/abnormal noises from instrument panel/dashboard	
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	Low frequency vibration noise at idle or low speed under load -
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe conditions when this trouble occurs:	idle or low rpm under load
Additional Comments:	was this way when new.

Heating, ventilation and air conditioning doesnt maintain desired temperature	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate which HVAC zone does not maintain desired temperature (check all that apply):	Front HVAC.
At what internal temperature does the setting no longer maintain desired temperature (check all that apply):	70-75 degrees. Auto setting does not seem reliable
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Interior Climate Control. Transmission and Drivetrain.

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard.

Welcome	
Please tell us how many miles are currently on your vehicle:	30,000-39,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Transmission selector	
Detail on Low Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	
gear shift selector needs to recognize driver input better.	
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
Operation and Performance	
Operation and Performance	Heating, ventilation and air conditioning doesn't maintain desired temperature.
<div>Vehicle Lookup</div>	

Customer Complaint Report

VIN	1C4RJFBG5FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/28/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6275511088
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K293563470
Color	PFS	CASHMERE PEARL COAT					

Report Number		System Key	318498392	Report Version	1	Open Date	02/25/2016
Close Date	02/25/2016	Narrative Date	02/26/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

What Can We Do Better?	
Feedback/Concerns:	Improve gas mileage. Averaged 22mpg on trip to Fla. from Mich.
What has Chrysler done right?	Good customer service and Sales people at Golling in Michigan

Vehicle Satisfaction Ratings	
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Engine performance during acceleration	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Clarity of sound	5.
Integration with media players	5.
Engine exhaust sound	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Vehicle storage and space usage	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.
Difficult driving conditions (adverse weather, off-road)	5.
What are your favorite parts of your new vehicle?	Comfort for a 4 wheel drive vehicle
Is there anything about your new vehicle you would like to see changed?	Yep. Gear shift design.
Rear view styling (rear fascia, bumper)	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Ride quality	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.

About You	
What is your primary language?	English.
When considering this vehicle	Interact with dealership by email. Interact with dealership by phone.

About You	
Did you purchase or lease your vehicle?	Test drive the vehicle.
Please indicate the primary driver's age.	Visit the dealership.
Price	Research online.
Primary vehicle you were considering:	Lease.
Please indicate your occupation status.	70 - 79.
Convenience of dealership location	3.
Which, if any, influenced your purchase decision? (check all that apply):	Ford.
	Retired.
	1.
	Recommendations from friends or family.
	Price/Purchase Terms/Financing.
	Vehicle test drive.
	Dealer/Salesperson interaction.
	Internet research.
Trade-in allowance	1.
Dealership treatment	1.
Please indicate your gender	█ .
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Financing options	1.
Please tell us about the vehicle you replaced (if applicable)	Dodge.
	Journey.
Vehicle quality	1.
Vehicle performance	2.
Vehicle fuel economy	2.
Vehicle availability	3.
How many children 17 or under live in your household?	0.
Ability to test drive	1.
What is your current marital status?	█
Please indicate your ethnicity	█
Vehicle styling	2.
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Rural.
Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	I had a problem with our Journey doing the same thing. Felt I had put the car in park but still in gear. Thought I had put the car in park the other day and started to get out of the car and it was in reverse and the car started moving backwards. Very scary. I feel the gear shifting should be redesigned before someone gets hurt.
Additional Comments:	Love the car other than this problem.
Why is the gear selector difficult to operate?	Other (please describe).
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Sometimes when moving to park it doesn't go all the way and stops in reverse.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Overview	
Printed User Guide covers the necessary features	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Did you review the Printed User Guide?	Yes.

Overview

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

No, the issue is related to the design of the vehicle.

Would you recommend this vehicle to family or friends?

Yes.

Printed User Guide format is easy to understand and use

5 (strongly agree).

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Transmission and Drivetrain.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Automatic Transmission

Automatic Transmission

Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJECG5FC	Model Year	2015	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY	
Built Date	05/10/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6105511024
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K128561575
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	318498450	Report Version	1	Open Date	02/25/2016
Close Date	02/25/2016	Narrative Date	02/26/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Vehicle performance

Please indicate the primary driver's age.

Which, if any, influenced your purchase decision? (check all that apply):

Primary vehicle you were considering:

What year were you born?

What price did you pay for your vehicle?

Financing options

Trade-in allowance

Dealership treatment

What is your primary language?

Secondary vehicle you were considering:

What is your total household income (before taxes)?

How many children 17 or under live in your household?

Price

Vehicle availability

Did you purchase or lease your vehicle?

When considering this vehicle

Please indicate your gender

Please tell us about the vehicle you replaced (if applicable)

What is your average miles per gallon (MPG) with your vehicle?

Please indicate your occupation status.

Please indicate your occupation.

Convenience of dealership location

Ability to test drive

Primary vehicle in your household:

What is your current marital status?

Please indicate your highest education level

Vehicle styling

Secondary vehicle in your household:

Is this your first new vehicle ever purchased / leased?

Vehicle fuel economy

Vehicle quality

Please indicate your ethnicity

Which of the following best describes the area you live in?

4.
30 - 39.
Dealership information.
Manufacturers website.
Features/Capabilities.
Vehicle test drive.
Advertisements.
Dealer/Salesperson interaction.
Lifestyle.
Mercedes-Benz.
Primary Considered Vehicle: New.
1
48000
3.
4.
5.
English.
BMW.
Secondary Considered Vehicle: New.
\$60,000 - \$79,999.
1-2.
2.
4.
Lease.
Research online.
Test drive the vehicle.
Visit the dealership.
Interact with dealership by phone.

Volkswagen.
Replaced Vehicle: Purchased New.
16-18 mpg.
Employed.
Executive / Managerial.
2.
3.
Primary Household Vehicle: Purchased New.
Jeep.

High school degree / GED.
5.
Acura.
Secondary Household Vehicle: Purchased New.
No.
2.
4.
Suburban.

Vehicle Satisfaction Ratings	
Ride quality	4.
Exterior design and appearance (overall impression)	5.
How do you feel about the VALUE of your new car? (i.e.	1.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Interior noise level while driving	2.
Brake responsiveness/effort	4.
Ease of using system displays while driving	5.
Interior comfort, design and appearance of interior (overall impression)	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards the BRAND of your new car?	1.
Support for popular music/video formats	4.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Is there anything about your new vehicle you would like to see changed?	gear selector
Difficult driving conditions (adverse weather, off-road)	3.
Engine exhaust sound	4.
How do you feel about the durability of your new vehicle?	1.
Steering and handling (responsiveness, stability)	4.
Engine sound	4.
Transmission gear change performance (smoothness)	1.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Ease of getting into and out of vehicle	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	5.
Fuel economy and driving range	3.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Integration with media players	5.
Engine performance during acceleration	5.
Clarity of sound	4.
What is your attitude overall towards your new car?	1.
Navigation system route accuracy	3.
How was your purchasing experience (the dealer/dealership)?	5.
Overview	
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
How many visits did you make to the dealer?	3 visits.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Was the trouble resolved to your satisfaction?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Owner's Information DVD?	No.
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable).

Overview	
Would you recommend this vehicle to family or friends?	No.
Slips/will not engage gear properly/shifts erratically	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Not sure.
Are you using your vehicle for towing when the problem occurs?	No.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Other (please describe). Park and rolled
Going into which gear/gears does the trouble occur? (check all that apply):	Other (please describe). Slipped out of park and rolled
Please describe conditions when this trouble occurs:	it is in park
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Interior Trim/Storage/Windows.
Headliner has gaps/poor fit	
Please describe in the box below where on the headliner the trouble with excessive gaps/poor fit of materials is located:	Has the panoramic sunroof and rattles often
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
What Can We Do Better?	
What has Chrysler done right?	Nothing
Feedback/Concerns:	Take away electronic shifter it causes massive problems
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Slips/will not engage gear properly/shifts erratically.
Squeak/rattle/abnormal noises from instrument panel/dashboard	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	significant rattle when stereo is on
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Squeak/rattle/abnormal noises from headliner	
Please describe conditions when this trouble occurs:	significant rattle when stereo is on
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Detail on Low Rated Items	
You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.	Transmission is no good cant stay in gear
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Transmission is horrible
You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.	\$50,000 for a vehicle that has rolled away from me twice and you guys just ignore the issue
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	Slipped out of park and rolled into a building
You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.	\$50,000 for a vehicle that has rolled away from me twice and you guys just ignore the issue
You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.	\$50,000 for a vehicle that has rolled away from me twice and you guys just ignore the issue
Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	while geing put into park
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Doesnt always engage
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Squeak/rattle/abnormal noises from door panels	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	significant rattle when stereo is on
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate which interior door panels had abnormal noises (check all that apply):	Passenger's side front door. Significant rattle when stereo is on
Welcome	
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from glove box. Squeak/rattle/abnormal noises from door panels. Squeak/rattle/abnormal noises from headliner. Squeak/rattle/abnormal noises from instrument panel/dashboard.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Parked vehicle roll away
Squeak/rattle/abnormal noises from glove box	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Please describe conditions when this trouble occurs:	significant rattle when stereo is on
Appearance	
Appearance	Headliner has gaps/poor fit.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBM4FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	12/01/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				Serial#	C296539941
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M275553138
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	318621161	Report Version	1	Open Date	02/27/2016
Close Date	02/27/2016	Narrative Date	02/29/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What year were you born?

Financing options

Dealership treatment

Ability to test drive

Please indicate your ethnicity

Please indicate your gender

What is your current marital status?

Secondary vehicle you were considering: Mercedes-Benz.
2015.
Secondary Considered Vehicle: New.
M-Class.
1500.

Primary vehicle in your household: 2014.
Primary Household Vehicle: Purchased New.
Ram.

Vehicle quality

Please tell us about the vehicle you replaced (if applicable) Durango.
Replaced Vehicle: Purchased New.
2014.
Dodge.

Is this your first new vehicle ever purchased / leased? No.

Which of the following best describes the area you live in? Suburban.

Vehicle styling

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle. eco diesel

Convenience of dealership location

Primary vehicle you were considering: 2.
Q7.
2015.
Primary Considered Vehicle: New.
Audi.

When considering this vehicle Test drive the vehicle.
Research online.
Visit the dealership.

Vehicle fuel economy

Which, if any, influenced your purchase decision? (check all that apply): 5.
Internet research.
Features/Capabilities.
Recommendations from friends or family.
On-Line blogs or forums.
Other (please describe). referral from another family member

Did you purchase or lease your vehicle? Purchase.

Price

Vehicle availability

What is your primary language? English.

What is your average miles per gallon (MPG) with your vehicle? 21-22 mpg.

Please indicate your occupation. Executive / Managerial.

What is your total household income (before taxes)? More than \$200,000.

How many children 17 or under live in your household? 1-2.

Please indicate your highest education level 4 year college degree.

What price did you pay for your vehicle? 48000

About You

Trade-in allowance	4.
Vehicle performance	5.
Please indicate your occupation status.	Employed.
Please indicate the primary driver's age.	

Detail on Low Rated Items

You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.	Miss reverse constantly and not sure when it is in park.
You rated vehicle storage and space usage Low. Use this space to provide any specific comments you would like to share.	No where to put my phone or any items in the center console, way too small

Vehicle Satisfaction Ratings

Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Clarity of sound	5.
Integration with media players	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Difficult driving conditions (adverse weather, off-road)	5.
Is there anything about your new vehicle you would like to see changed?	storage
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Navigation system route accuracy	3.
Engine sound	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Rear view styling (rear fascia, bumper)	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Climate control operation (function and ease of use)	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Brake responsiveness/effort	5.
What are your favorite parts of your new vehicle?	engine and transmission
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
Ease of using system displays while driving	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Vehicle storage and space usage	1.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.

Overview

Which automotive publications do you subscribe to? (check all that apply)	Car and Driver. Auto Week. Automobile. Road and Track. Motor Trend.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.

Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain fur her, if applicable). this is a known engineering issue
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).

Gear selector is difficult to operate (auto. trans.)	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
Why is the gear selector difficult to operate?	Other (please describe).
Please describe conditions when this trouble occurs:	Overtime you shift into reverse
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). Needs a different color to show it is in that gear
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Are you the primary driver of this vehicle?	No.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Transmission and Drivetrain.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	storage and shifter

What Can We Do Better?	
What has Chrysler done right?	Drivetrain is great, ride is great, nav-screen controls are great, front seats are comfortable,
Feedback/Concerns:	Need more storage space in the console area. We had a Durango and that was the only complaint we had with that vehicle too. I have a Ram 1500 also and the storage in that is great. Need something along the lines of that.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG3FC2	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	12/11/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6323521819
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K341561016
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	318621202	Report Version	1	Open Date	02/28/2016
Close Date	02/28/2016	Narrative Date	02/29/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Ease of using system displays while driving	5.
Engine exhaust sound	5.
Appearance of exterior paint	5.
Engine performance during acceleration	5.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Transmission gear change performance (smoothness)	4.
Difficult driving conditions (adverse weather, off-road)	4.
Integration with phones	5.
Wheels, rims, and tires appearance and styling	5.
Engine sound	5.
Fuel economy and driving range	5.
Integration with media players	5.
Interior noise level while driving	5.
Climate control operation (function and ease of use)	4.
Clarity of sound	5.
Brake responsiveness/effort	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Ease of getting into and out of vehicle	4.
Ride quality	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
What is your attitude overall towards the BRAND of your new car?	5.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Steering and handling (responsiveness, stability)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.

About You

Which, if any, influenced your purchase decision? (check all that apply):	Consumer Reports ratings. Edmunds. Vehicle test drive. Dealership information.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Jeep. 2005. Grand Cherokee.
When considering this vehicle	Research online. Test drive the vehicle.

About You	
Vehicle availability	Visit the dealership.
Financing options	2.
What is your average miles per gallon (MPG) with your vehicle?	3.
Price	16-18 mpg.
Vehicle performance	3.
Convenience of dealership location	4.
Trade-in allowance	3.
Please indicate your gender	3.
Primary vehicle you were considering:	<div></div> Primary Considered Vehicle: Used. GX 460. Lexus. 2013.
Vehicle quality	4.
Vehicle styling	4.
Please indicate your highest education level	Graduate degree.
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Suburban.
Vehicle fuel economy	5.
Did you purchase or lease your vehicle?	Purchase.
What is your primary language?	English.
Ability to test drive	3.
Dealership treatment	2.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Printed User Guide?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Other	
Please describe the other trouble you experienced:	Shifting into park will sometimes result in it going into reverse
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG2FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	11/08/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6304421512
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K308463566
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number		System Key	318834163	Report Version	1	Open Date	02/15/2016
Close Date	02/29/2016	Narrative Date	03/01/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings	
Engine sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Ride quality	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Support for popular music/video formats	4.
Rear view styling (rear fascia, bumper)	4.
What is your attitude overall towards your new car?	4.
Integration with media players	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Clarity of sound	4.
Difficult driving conditions (adverse weather, off-road)	4.
Exterior design and appearance (overall impression)	4.
Climate control operation (function and ease of use)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Brake responsiveness/effort	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine exhaust sound	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Ease of using system displays while driving	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.

Overview	
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Was the trouble resolved to your satisfaction?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Overview

How many visits did you make to the dealer?	1 visit.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). Unable to replicate or answer
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. One closer to our home

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	5,000-6,999.

Other

Please describe the other trouble you experienced:	Will randomly roll out of park
Please describe conditions when this trouble occurs:	While in park and vehicle off
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Other.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG1FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	04/06/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	K048510375
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K093561094
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	318948967	Report Version	1	Open Date	03/01/2016
Close Date	03/01/2016	Narrative Date	03/02/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Engine does not idle properly: idles rough, too low, or too high

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
What best describes the engine idle trouble? (check all that apply):	Engine idle speed is too high. Seems like it gets stuck in a high ramped up idle
How often does this trouble occur?	Trouble occurs intermittently.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Vehicle Satisfaction Ratings

Safety and visibility while driving	4.
Appearance of exterior paint	5.
Fuel economy and driving range	3.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Rear view styling (rear fascia, bumper)	5.
Engine performance during acceleration	2.
Clarity of sound	4.
Difficult driving conditions (adverse weather, off-road)	4.
Integration with media players	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
What are your favorite parts of your new vehicle?	The look and the comfortable ride
Engine sound	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Brake responsiveness/effort	4.
Is there anything about your new vehicle you would like to see changed?	Gear shifter and auto braking for near collision.
Climate control operation (function and ease of use)	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	5.
Transmission gear change performance (smoothness)	2.
How do you feel about the durability of your new vehicle?	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	5.
Vehicle storage and space usage	4.
Location and usefulness of interior lighting	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Head/leg/foot room	5.
Steering and handling (responsiveness, stability)	5.
Ease of using system displays while driving	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
What is your attitude overall towards the BRAND of your new car?	5.

Overview

What have you used to view your DVD? (check all that apply)	Home DVD Player.
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Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

No.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

Other (please explain fur her, if applicable). During the dealers follow up phone call, I relayed my concerns to the dealer who was going to contact the service department, but I never heard back and haven't followed up myself.

Information on the DVD is easy to find and access

4 (agree).

Please rate your overall level of satisfaction with the DVD

4 (satisfied).

Would you recommend this vehicle to family or friends?

Yes.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Please explain further about your choice to recommend your vehicle:

I love the features. It's a smooth ride.

Did you review the Owner's Information DVD?

Yes.

DVD format is easy to understand and use

5 (strongly agree).

Which automotive publications do you subscribe to? (check all that apply)

None or other (if other, please describe).

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

Shift between gears is rough/harsh under normal driving conditions

Please indicate driving condition where the shifting trouble is noticeable (check all that apply):

Normal acceleration. Driving through parking lots, at low speeds, it shifts very hard.

Hard acceleration. I also notice that if I am accelerating quickly, there is a lag between shifts and it sound like the engine is revved too hard. It doesn't keep up with quick accelerations.

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):

Not sure.

To the best of your recollection, the trouble was first noticed:

At delivery.

Going into which gear/gears does the trouble occur? (check all that apply)

1st Gear. When driving slowly and then slowly speeding up, it shifts really hard. Also have noticed it when backing up at times.

How often does this trouble occur?

Trouble occurs intermittently.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

About You

Please indicate your occupation.

██████████.

Please indicate your gender

██████.

What is your current marital status?

████████

Please tell us about the vehicle you replaced (if applicable)

Volkswagen.

Replaced Vehicle: Purchased New.

What price did you pay for your vehicle?

41,000

How may children 17 or under live in your household?

████

Price

4.

Primary vehicle you were considering:

Ford.

Primary Considered Vehicle: New.

Please indicate your highest education level

Graduate degree.

Which of the following best describes the area you live in?

Suburban.

Vehicle styling

4.

Vehicle quality

5.

When considering this vehicle

Test drive the vehicle.

Interact with dealership by phone.

Visit the dealership.

Research online.

What year were you born?

██████

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Comfort for backseat passengers

Financing options

5.

Is this your first new vehicle ever purchased / leased?

No.

Vehicle fuel economy

5.

Did you purchase or lease your vehicle?

Purchase.

Trade-in allowance

4.

Dealership treatment

5.

What is your total household income (before taxes)?

\$150,000 - \$199,999.

Which, if any, influenced your purchase decision? (check all that apply):

Vehicle test drive.

Vehicle performance

5.

Please indicate your occupation status.

Employed.

Convenience of dealership location

3.

Vehicle availability

4.

About You

What is your primary language?	English.
Ability to test drive	5.
Please indicate your ethnicity	
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please indicate the primary driver's age.	

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Engine. Transmission and Drivetrain.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Transmission

What Can We Do Better?

What has Chrysler done right?	Everything else.
Feedback/Concerns:	I'd like to see the shifter changed. It's too smooth when shifting between Park, Drive, Reverse. You have to look down and slide back and forth to hit the desired position.

Engine Idling (rough, too low/high)

Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
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Automatic Transmission

Automatic Transmission	Hesitation or delay when shifting between gears. Shift between gears is rough/harsh under normal driving conditions.
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Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	7,000-9,999.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG1FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	11/07/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6293510965
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K285563548
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	319189376	Report Version	1	Open Date	03/03/2016
Close Date	03/03/2016	Narrative Date	03/04/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What year were you born? 0.

How many children 17 or under live in your household? 1.

Vehicle performance
Please tell us about the vehicle you replaced (if applicable): Jeep.
Grand Cherokee.
2010.
Replaced Vehicle: Purchased New.
Price/Purchase Terms/Financing.
36,000
\$80,000 - \$99,999.

Which, if any, influenced your purchase decision? (check all that apply):
What price did you pay for your vehicle?
What is your total household income (before taxes)?
Vehicle fuel economy
Please indicate your occupation status.
Please indicate your highest education level
Vehicle styling
Did you purchase or lease your vehicle?
Dealership treatment
Please indicate your occupation.
Which of the following best describes the area you live in?
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.
Convenience of dealership location
What is your average miles per gallon (MPG) with your vehicle?
When considering this vehicle
Primary vehicle you were considering:
Vehicle availability
Is this your first new vehicle ever purchased / leased?
What is your primary language?
Ability to test drive
Please indicate your ethnicity
Please indicate your gender
What is your current marital status?
Primary vehicle in your household:
Financing options
Trade-in allowance
Vehicle quality
Please indicate the primary driver's age.
Price

1.
Employed.
2 year college degree.
3.
Purchase.
1.
Owner / Proprietor.
Urban.
There was a waiting list for a white one, and it was more money than I wanted to spend
1.
13-15 mpg.
Visit the dealership.
Research online.
Interact with dealership by phone.
Primary Considered Vehicle: New.
4runner.
Toyota.
2016.
4.
No.
1.
1.
1.
1.
1.
Jeep.
CJ 4WD.
Primary Household Vehicle: Purchased Used.
1.
2.
1.
5.

Vehicle Satisfaction Ratings

Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.

Vehicle Satisfaction Ratings	
Fuel economy and driving range	3.
Engine exhaust sound	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
How do you feel about the durability of your new vehicle?	4.
Ease of using system displays while driving	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
Vehicle storage and space usage	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Engine sound	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What are your favorite parts of your new vehicle?	20" black wheels and heated steering wheel
Is there anything about your new vehicle you would like to see changed?	The gear shift lever
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Integration with phones	5.
Interior noise level while driving	5.
Ride quality	5.
Support for popular music/video formats	2.
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
Integration with media players	4.
Transmission gear change performance (smoothness)	4.
Difficult driving conditions (adverse weather, off-road)	5.
Ease of getting into and out of vehicle	3.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
What is your attitude overall towards the BRAND of your new car?	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Rear view styling (rear fascia, bumper)	5.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Detail on High Rated Items	
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	The front seats are great, the rear seat sits straight up and down with no option to adjust. I'm glad I don't have to ride back there.
You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.	This is my second Grand Cherokee. I love the styling, functionality, and price of this model.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	It's gorgeous!!

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please explain further about your choice to recommend your vehicle:	I absolutely love my Jeep! I wish it had a CD player, but apparently I need to get with the times and learn how to transfer my CDs to an SD card.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overview

Did you review the Owner's Information DVD?

No.

Did you review the Printed User Guide?

No.

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:

I push the gear selector forward and think I am in Park. I have to look at the indicator lights closely and find that I am often not in Park when I think I should be 0 - 1499 miles.

Approximate mileage when trouble was first noticed was:

How often does this trouble occur?

Trouble occurs regularly.

Going into which position is the gear selector difficult to operate? (check all that apply):

Park (P). I have to be very careful to make sure that the vehicle has gone into park. I have attempted to exit the vehicle twice, then realized that Park had not engaged.

Additional Comments:

During my test drive I actually got out of the vehicle in a parking lot and it began rolling forward because I had not selected Park when I thought I had.

Why is the gear selector difficult to operate?

Other (please describe).

To the best of your recollection, the trouble was first noticed:

At delivery.

Welcome

Are you the primary driver of this vehicle?

Yes.

Please tell us how many miles are currently on your vehicle:

1,000-2,999.

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

No.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

While I do not like the looks of floorboards, I am considering adding them, because I have to slide over the edge of my seat for me feet to reach the ground (and I'm [REDACTED]). I am afraid this is really going to wear and deteriorate the edge of my seat.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG3EC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	06/03/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6141411021
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K148463577
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	319503521	Report Version	1	Open Date	03/07/2016
Close Date	03/07/2016	Narrative Date	03/08/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Engine performance during acceleration	3.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Integration with media players	3.
Engine exhaust sound	3.
What is your attitude overall towards the BRAND of your new car?	3.
Ease of using system displays while driving	5.
Brake responsiveness/effort	5.
Fuel economy and driving range	2.
Ride quality	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Overall audio, entertainment, and navigation system impression	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Transmission gear change performance (smoothness)	1.
How do you feel about the VALUE of your new car? (i.e.	3.
Difficult driving conditions (adverse weather, off-road)	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Integration with phones	3.
Engine sound	3.
Clarity of sound	5.
Steering wheel adjustment	5.
Rear view styling (rear fascia, bumper)	5.
What is your attitude overall towards your new car?	3.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
How do you feel about the durability of your new vehicle?	5.

About You

Secondary vehicle in your household:	BMW. 2005. Secondary Household Vehicle: Purchased New. X5.
Which of the following best describes the area you live in?	Suburban.
Please indicate your highest education level	4 year college degree.
Please indicate your ethnicity	.
What is your current marital status?	.
Please indicate the primary driver's age.	.
Primary vehicle in your household:	Grand Cherokee. Jeep.

About You	
Please indicate your gender	2014.
How may children 17 or under live in your household?	Primary Household Vehicle: Purchased New.
Please indicate your occupation status.	0.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). Shifter works hard Reverse (R). Shifter works hard Park (P). I Hate the electronic shifter
Additional Comments:	I also hate the paddle shifters. When wearing gloves, you accidentally bump the paddle, which puts you into first gear .
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Difficult shifting always is hard to operate
Why is the gear selector difficult to operate?	Other (please describe).
Overview	
Would you recommend this vehicle to family or friends?	No.
Printed User Guide covers the necessary features	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Did you review the Printed User Guide?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please explain further about your choice to recommend your vehicle:	Also had jeep engage itself into drive when gear selector was in park. This caused me a \$5,000.00 insurance claim. Jeep investigated, but found no fault.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Battery	
Where did you take your vehicle to have the component replaced?	Other (please specify). Battery is ok. The location under seat is a joke that I will have to deal with in the future.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.
Shifting paddles/buttons difficult to operate	
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please describe conditions when this trouble occurs:	While turning the steering wheel and wearing gloves.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shifting paddles/buttons difficult to operate.

Engine Components	
Engine Components	Battery.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG4FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	03/23/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6069511259
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K080561752
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	319503558	Report Version	1	Open Date	03/07/2016
Close Date	03/07/2016	Narrative Date	03/08/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

About You

Vehicle availability	4.
Is this your first new vehicle ever purchased / leased?	No.
Primary vehicle you were considering:	Subaru.
	Primary Considered Vehicle: New.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Please tell us about the vehicle you replaced (if applicable)	Chevrolet.
	Replaced Vehicle: Purchased New.
What price did you pay for your vehicle?	\$43,000.00
Did you purchase or lease your vehicle?	Purchase.

What Can We Do Better?

Feedback/Concerns:	I think there is an investigation into 2015 jeep grand Cherokees. I would like to be informed as to what is happening with those investigation. I talked to service manager and he said he knew nothing about investigations, I did not seem to get anywhere with him.
What has Chrysler done right?	The vehicle is a very nice one. I have never had such a nice car but I don't think u should be hesitant on driving it when u paid over \$40,000.

Overview

Printed User Guide covers the necessary features	4 (agree).
Was the trouble resolved to your satisfaction?	No.
Please explain further about your choice to recommend your vehicle:	After what happened with my vehicle, I could not knowingly recommend another person to purchase a Jeep Grand Cherokee. I am hesitant about driving it, I guess u could say scared. My husband usually drives it. He purchased it for me.
Did you review the Printed User Guide?	Yes.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). Nothing was done to my vehicle, they said it checked out fine.
How many visits did you make to the dealer?	1 visit.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. I took my vehicle the following week after it happened. They said diagnostics checked out fine.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Vehicle Satisfaction Ratings

Ease of using system displays while driving	3.
Integration with phones	5.
Is there anything about your new vehicle you would like to see changed?	I do not like the electronics gear shifter. I would like that to change if possible.
Vehicle storage and space usage	3.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?

I love the heated seats, look of vehicle.

Other

Please describe the other trouble you experienced:

Electronic gear shifter did not engage into park. The car ran into my garage door. Gear shifter is sensitive, not a positive engagement.

To the best of your recollection, the trouble was first noticed:

1 to 3 months after delivery.

Approximate mileage when trouble was first noticed was:

1500 - 3999 miles.

Please describe conditions when this trouble occurs:

It occurred once, not aware of any conditions.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

The electronic gear shifter is not safe and scares me.

Welcome

Please tell us how many miles are currently on your vehicle:

5,000-6,999.

Are you the primary driver of this vehicle?

Yes.

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

Yes.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Other.

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.

Please provide us with a phone number you can be reached at during daytime hours. Thank you.

I would like to talk to someone about what they're going to do to make gear shifter safer. My daytime phone is [REDACTED]

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBM1FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	05/26/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EXF	3.0L V6 TURBO DIESEL ENGINE				Serial#	C112536537
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				Serial#	M089595700
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	319599624	Report Version	1	Open Date	03/08/2016
Close Date	03/08/2016	Narrative Date	03/09/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	all the time
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	At delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Neutral (N). the gear select stick is terrible and counter intuitive. Recommend copying dodge with selection knob. the two sensitives in current layout is easy to get all gears wrong. Park (P). the gear select stick is terrible and counterintuitive. Recommend copying dodge with selection knob. the two sensitives in current layout is easy to get all gears wrong. Fur her I have thought i was in park and it actually was in reverse almost hitting passengers exiting. All positions. the gear select stick is terrible and counter intuitive. Recommend copying dodge with selection knob. the two sensitives in current layout is easy to get all gears wrong. Reverse (R). the gear select stick is terrible and counter intuitive. Recommend copying dodge with selection knob. the two sensitives in current layout is easy to get all gears wrong. Drive (D). the gear select stick is terrible and counter intuitive. Recommend copying dodge with selection knob. the two sensitives in current layout is easy to get all gears wrong. Manual sport mode, if equipped (M +/-). the gear select stick is terrible and counter intuitive. Recommend copying dodge with selection knob. the two sensitives in current layout is easy to get all gears wrong.
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Gear selector. Also adding a "towing package" should include an integrated trailer brake not just a harness hat needs installation.
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	Jeep order delayed with no contact from salesman, manager or anyone. No one knew what the delay was for at the dealership, although i contacted a different dealership who informed me the reason for delay...honestly sales people and mangers were terrible...may have turned me off jeep entirely.

About You

Vehicle styling	1.
Vehicle availability	3.
Please indicate your gender	
Secondary vehicle you were considering:	1500. 2015. Secondary Considered Vehicle: New. Ram.
Ability to test drive	3.
Vehicle quality	5.
Primary vehicle you were considering:	Tundra 4WD Truck. Primary Considered Vehicle: New. Toyota. 2015.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used. Tacoma. Toyota. 1998.
When considering this vehicle	Test drive the vehicle. Interact with dealership by email.

About You

	Visit the dealership.
	Research online.
Please indicate the primary driver's age.	30 - 39.
Please indicate your highest education level	4 year college degree.
Did you purchase or lease your vehicle?	Purchase.
What is your total household income (before taxes)?	\$80,000 - \$99,999.
How many children 17 or under live in your household?	0.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Price	3.
Vehicle performance	5.
Vehicle fuel economy	5.
Which of the following best describes the area you live in?	Rural.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	EcoDiesel
Trade-in allowance	3.
Dealership treatment	3.
Please indicate your ethnicity	██████████
What is your current marital status?	██████████.
What price did you pay for your vehicle?	~47,000
Convenience of dealership location	3.
What is your primary language?	English.
Please indicate your occupation.	██████████ y.
Financing options	3.
Is this your first new vehicle ever purchased / leased?	Yes.
Please indicate your occupation status.	Employed.
Which, if any, influenced your purchase decision? (check all that apply):	Features/Capabilities.

Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	4.
Difficult driving conditions (adverse weather, off-road)	5.
Rear view styling (rear fascia, bumper)	2.
Engine sound	5.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Is there anything about your new vehicle you would like to see changed?	Gear selector, Trailer Brake integration, MPG's actually should match published...getting 3-6 MPG's less on average.
How was your purchasing experience (the dealer/dealership)?	1.
How do you feel about the VALUE of your new car? (i.e.	2.
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	4.
Integration with media players	4.
What is your attitude overall towards your new car?	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Climate control operation (function and ease of use)	2.
Engine exhaust sound	5.
Safety and visibility while driving	4.
Appearance of exterior paint	5.
Engine performance during acceleration	5.
Fuel economy and driving range	2.
Ease of using system displays while driving	3.
Vehicle storage and space usage	3.
Location and usefulness of interior lighting	3.
How do you feel about the durability of your new vehicle?	3.
Integration with phones	4.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Ride quality	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	5.
Steering and handling (responsiveness, stability)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.

Vehicle Satisfaction Ratings	
Headlight illumination/performance during night-time driving	5.
What are your favorite parts of your new vehicle?	EcoDiesel, towing, interior
What is your attitude overall towards the BRAND of your new car?	3.
Brake responsiveness/effort	5.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.

Overview	
Please explain further about your choice to recommend your vehicle:	I would have gone with the Ram 1500 ecodiesel if i could do it again
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Off-Road. Engine. Transmission and Drivetrain. Entertainment/Navigation System/Connectivity.

Vehicle exhibits poor traction on sand	
Please indicate the nature of the traction issue you experienced	The acceleration level is less than I expected.
Trouble occurs under these surface conditions (check all that apply):	Uphill. Bumpy or uneven surface. Sideslope. Other (please describe). Downhill. Level Ground.
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs at these speeds (check all that apply):	All speeds.
Additional Comments:	Need to change shifting logic while on sand and keep drive to the wheels. Currently tires spin, rpm increases, so it shifts to higher gear, causing the engine to bog and wheels to stop.
Please indicate how severe the issue is:	Much worse than expected. Early Gear Shift with tire spin, leads to bog down

Transmission and shifting are troublesome while driving on sand	
Trouble occurs under these surface conditions (check all that apply):	Uphill. Sideslope. Level Ground. Bumpy or uneven surface. Downhill.
Trouble occurs at these speeds (check all that apply):	All speeds.
Please indicate where you experience the issue most:	Setting off going uphill. Steady driving uphill. Slowing downhill. Setting off going downhill. Steady driving downhill. Slowing uphill.
Please indicate the nature of the transmission/shifting issue you experienced	The transmission shift strategy does not meet my expectation (automatic only).
How often does this trouble occur?	Trouble occurs regularly.
Please indicate how severe the issue is:	Much worse than expected. Needs change logic. Rpm up, gear shift, = bog down.

Engine makes abnormal/excessive noises	
Engine noise occurs after vehicle is started at:	Cold condition - first start of the day or after vehicle is off for 6+ hours. Sounds like a heat shield or skid plate has already come loose Hot condition - after vehicle is off for less than 1 hour. Sounds like a heat shield or skid plate has already come loose

Engine makes abnormal/excessive noises	
Engine noise occurs while vehicle is (check all that apply):	Warm condition - after vehicle is off for 1 - 6 hours. Sounds like a heat shield or skid plate has already come lose Cruising at a steady speed. Sounds like a heat shield or skid plate has already come lose Accelerating. Sounds like a heat shield or skid plate has already come lose Idling. Sounds like a heat shield or skid plate has already come lose
Engine noise occurs (check all that apply):	Within first 5 minutes after starting vehicle. Sounds like a heat shield or skid plate has already come lose
Engine noise sounds like (check all that apply):	Ticking/tapping. Sounds like a heat shield or skid plate has already come lose
Approximate mileage when trouble was first noticed was:	4000 - 7999 miles.
How often does this trouble occur?	Trouble occurs regularly.
What type of fuel do you most often put into your vehicle?	Diesel.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.

4WD selector works properly, but is difficult to operate/is in a poor location

Please indicate which of the following best describes your concern (check all that apply):	Difficult to operate.
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Vehicle Performance driving on Sand

Vehicle Performance driving on Sand	Vehicle exhibits poor traction on sand. Transmission and shifting are troublesome while driving on sand.
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Detail on High Rated Items

You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.	Handles high crosswinds and gusts great. Rain is great too.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Initially had to get hood repainted for defect but now its great
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Driving vacant roads at night, great headlights range and clarity
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Gear selector need re-design to be user friendly. Recommend selector knob like RAM, in the same position as gear selector is now
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Has a mean look

Engine Noise (abnormal)

Engine Noise (abnormal)	Engine makes abnormal/excessive noises.
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Welcome

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Automatic Transmission

Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
------------------------	---

Engine Starting (hard to start/will not start)

Engine Starting (hard to start/will not start)	Engine stop/start function works, but is difficult to understand/use.
--	---

Entertainment/Navigation System/Connectivity

Entertainment/Navigation System/Connectivity	the antenna location behind/above rear view makes sun shades and dash cams impossible. Also Uconnect/satellite connections should be able to be disabled via circuit breaker or hard disconnect
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Engine stop/start function works, but is difficult to understand/use

Please indicate which of the following best describes your concern (check all that apply):	Difficult to understand. During engine start have accidentally stopped engine because seat has not moved and or poor display Difficult to use. You get in and seat is all the way back you press start it moves the seat forward where you can actually reach the pedals then you have to have foot on brake to start. should be able to push to start even with foot off brake. The vehicle is protected by safety features that require brake press to put in gear.
--	--

4WD Controls

4WD Controls	4WD selector works properly, but is difficult to operate/is in a poor location.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEAG2EC	Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	11/21/2013	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6287310769
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K309361256
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	319599701	Report Version	1	Open Date	03/08/2016
Close Date	03/08/2016	Narrative Date	03/09/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

About You

What year were you born? 0.

How many children 17 or under live in your household? \$100,000 - \$124,999.

What is your total household income (before taxes)?

Please indicate the primary driver's age.

Primary vehicle in your household: Grand Cherokee.
2014.
Jeep.
Which of the following best describes the area you live in? Urban.
Please indicate your gender
What is your primary language? English.
Did you purchase or lease your vehicle? Lease.
What is your average miles per gallon (MPG) with your vehicle? 25-26 mpg.
Please indicate your ethnicity
Please indicate your occupation. Police, Postal, Fire.
Please indicate your highest education level Graduate degree.
Please indicate your occupation status. Retired.

Shift between gears is rough/harsh under normal driving conditions

Going into which gear/gears does the trouble occur? (check all that apply) 2nd Gear.
1st Gear.
3rd Gear.

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.

Please describe conditions when this trouble occurs: Since new

Please indicate driving condition where the shifting trouble is noticeable (check all that apply): Hard acceleration.

How often does this trouble occur? Trouble occurs intermittently.

Vehicle Satisfaction Ratings

Interior noise level while driving 3.

Interior comfort, design and appearance of interior (overall impression) 4.

Seat adjustment and comfort 4.

Steering wheel adjustment 4.

Overall audio, entertainment, and navigation system impression 4.

What is your attitude overall towards your new car? 4.

Fuel economy and driving range 4.

Difficult driving conditions (adverse weather, off-road) 4.

Rear view styling (rear fascia, bumper) 2.

Engine sound 4.

Front view styling (front fascia, hood, grille, headlight area) 5.

Wheels, rims, and tires appearance and styling 4.

Ride quality 4.

Is there anything about your new vehicle you would like to see changed? Ease of getting in and out of vehicle. Transmission.

Transmission gear change performance (smoothness) 2.

Side/profile view styling (driver's side or passenger's side exterior area) 4.

Ease of using system displays while driving 5.

Ease of getting into and out of vehicle 2.

Head/leg/foot room 4.

Vehicle Satisfaction Ratings	
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
What are your favorite parts of your new vehicle?	Ride
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Vehicle storage and space usage	4.
Integration with phones	3.
Clarity of sound	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
How do you feel about the VALUE of your new car? (i.e.	4.

Shifts at wrong times	
Going into which gear/gears does the trouble occur? (check all that apply)	3rd Gear. 2nd Gear. 1st Gear.
Are you using your vehicle for towing when the problem occurs?	No.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration.
How often does this trouble occur?	Trouble occurs intermittently.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Samsung.
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	Samsung III

Automatic Transmission	
Automatic Transmission	Shifts at wrong times. Shift between gears is rough/harsh under normal driving conditions. Slips/will not engage gear properly/shifts erratically. Gear selector is difficult to operate (auto. trans.). Hesitation or delay when shifting between gears.

Overview	
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Owner's Information DVD?	No.

What Can We Do Better?

What Can We Do Better?	
Feedback/Concerns:	Better transmission. Rear windows make a lot noise when open. Gear shift tricky, have to be careful that it is in park and not reverse. Radio keeps losing preference (saved) stations.
What has Chrysler done right?	Overall like the vehicle. Like the design and durability. Good mileage for a SUV.
Slips/will not engage gear properly/shifts erratically	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration.
Going into which gear/gears does the trouble occur? (check all that apply):	3rd Gear. 1st Gear. 2nd Gear.
Hesitation or delay when shifting between gears	
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 1st Gear. 3rd Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Hard acceleration.
Please describe conditions when this trouble occurs:	Since new
How often does this trouble occur?	Trouble occurs intermittently.
Gear selector is difficult to operate (auto. trans.)	
Please describe conditions when this trouble occurs:	Since new
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Drive (D).
How often does this trouble occur?	Trouble occurs regularly.
Excessive wind noise	
Please indicate the location of the wind noise (check all that apply):	Passenger's side rear door window. Makes noise when window open Driver's side rear door window. Makes noise when window open
Please describe conditions when this trouble occurs:	Since new
How often does this trouble occur?	Trouble occurs regularly.
Media	
Media	Radio.
Wind Noise	
Wind Noise	Excessive wind noise.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain. Vehicle Exterior.
Engine Components	
Engine Components	Engine oil / filter.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG4FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	09/11/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6227520310
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K246563357
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	319599852	Report Version	1	Open Date	03/08/2016
Close Date	03/08/2016	Narrative Date	03/09/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings	
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Clarity of sound	4.
Ease of getting into and out of vehicle	3.
What is your attitude overall towards your new car?	4.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
Difficult driving conditions (adverse weather, off-road)	4.
Seat adjustment and comfort	5.
Integration with media players	4.
Engine sound	4.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.
What are your favorite parts of your new vehicle?	media
Front view styling (front fascia, hood, grille, headlight area)	4.
Interior noise level while driving	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	shifter
Interior comfort, design and appearance of interior (overall impression)	2.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	5.
Ease of using system displays while driving	4.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Wheels, rims, and tires appearance and styling	3.
Support for popular music/video formats	4.
Rear view styling (rear fascia, bumper)	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Brake responsiveness/effort	5.
Engine performance during acceleration	3.
Exterior design and appearance (overall impression)	4.
Climate control operation (function and ease of use)	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Navigation system route accuracy	5.

About You	
Primary vehicle you were considering:	GMC. 2015. Primary Considered Vehicle: New. Canyon.
Which, if any, influenced your purchase decision? (check all that apply):	Vehicle test drive. Features/Capabilities.

About You

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Vehicle styling

Please indicate the primary driver's age.

Please tell us about the vehicle you replaced (if applicable)

Price

Primary vehicle in your household:

Vehicle availability

Is this your first new vehicle ever purchased / leased?

Secondary vehicle in your household:

Please indicate your highest education level

When considering this vehicle

How many children 17 or under live in your household?

Secondary vehicle you were considering:

Ability to test drive

What is your current marital status?

Which of the following best describes the area you live in?

What is your primary language?

Did you purchase or lease your vehicle?

Financing options

Please indicate your ethnicity

Vehicle fuel economy

Vehicle quality

Vehicle performance

Please indicate your occupation status.

What is your total household income (before taxes)?

Convenience of dealership location

Trade-in allowance

Dealership treatment

Please indicate your occupation.

What price did you pay for your vehicle?

What is your average miles per gallon (MPG) with your vehicle?

Please indicate your gender

it was a truck and wheelbase was to long

1.

Ford.

2010.

Replaced Vehicle: Purchased New.

Edge.

1.

Focus.

2015.

Primary Household Vehicle: Purchased New.

Ford.

1.

No.

Secondary Household Vehicle: Purchased New.

Ford.

Bronco.

2 year college degree.

Test drive the vehicle.

Interact with dealership by email.

Visit the dealership.

Research online.

0.

F-250 Crew Cab.

Ford.

Secondary Considered Vehicle: New.

1.

Rural.

English.

Purchase.

1.

Other (please specify).

1.

3.

5.

Employed.

\$150,000 - \$199,999.

1.

1.

1.

Professional Specialty.

36000

21-22 mpg.

Male.

Overview

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

No, the issue is related to the design of the vehicle.

Overall, how satisfied are you with the quality of your new vehicle?

Very satisfied.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Did you review the Printed User Guide?

Yes.

Please provide feedback on how Chrysler can improve the DVD

talk to the wife she viewed it

Which automotive publications do you subscribe to? (check all that apply)

None or other (if other, please describe). I view them do not subscribe to them

Please provide feedback on how Chrysler can improve the Printed User Guide

my wife read the whole guide

Would you recommend this vehicle to family or friends?

Yes.

Did you review the Owner's Information DVD?

Yes.

Printed User Guide format is easy to understand and use

4 (agree).

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Detail on High Rated Items	
You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.	seat is uncomfortable for me
Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). going into park Neutral (N). its to easy to go into neutral while driving and once thedre getting back into drive Drive (D). sometimes if not careful will go into s Other (please describe).
Why is the gear selector difficult to operate?	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments:	you have to pay way to much attention with the selector, ligh ing on dash can not be seen in the daytime and the selector letters can not be read in the daytime when its bright outside
Please describe conditions when this trouble occurs:	going to park when stopping jeep wife has left it running in reverse
Welcome	
Please tell us how many miles are currently on your vehicle:	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Transmission and Drivetrain.
Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).
What Can We Do Better?	
What has Chrysler done right?	features
Feedback/Concerns:	My wife loves the jeep shifter is the ownly problem
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	the shifter it is going to get my wife in trouble on day

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG3FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	05/16/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6112520040
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K128563527
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	319732480	Report Version	1	Open Date	02/24/2016
Close Date	03/09/2016	Narrative Date	03/10/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. Shifting from park, to drive and reverse takes considerable effort. Would be better if there was a more tradition means of shifting vice the electronic selection. Make the user double check the indicator to see if the vehicle is in park, drive or reverse.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.

Welcome	
Please tell us how many miles are currently on your vehicle:	7,000-9,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	Yes.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJEAG1EC	Model Year	2014	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	05/23/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6135421823
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K137463348
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	319847965	Report Version	1	Open Date	03/10/2016
Close Date	03/10/2016	Narrative Date	03/11/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	Improve the electronic shifter
Clarity of sound	5.
Integration with media players	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Engine exhaust sound	4.
What is your attitude overall towards the BRAND of your new car?	5.
Engine performance during acceleration	4.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Difficult driving conditions (adverse weather, off-road)	5.
Ease of using system displays while driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
What is your attitude overall towards your new car?	4.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Overall audio, entertainment, and navigation system impression	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	5.
Engine sound	4.
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
What are your favorite parts of your new vehicle?	Looks, handling, performance, build quality
Integration with phones	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.

What Can We Do Better?

What has Chrysler done right?	Just about everything except the electronic shifter.
Feedback/Concerns:	Fix the darn electronic shifter - give it more noticeable positions that can be determined by "feel" rather than having to look to see what position it's in. Eliminate the need to engage brake for certain position changes - such as rolling through an automatic car wash in neutral but having to engage the brake in order to shift into drive when finished.

Shift between gears is rough/harsh under normal driving conditions

Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was:	20,000-29,999.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please describe conditions when this trouble occurs:	Mainly highway under normal conditions
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Going up an incline. Maintaining a fairly constant speed while driving on steep/hilly roads. Long after vehicle start-up.
How often does this trouble occur?	Trouble occurs intermittently.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure. Occasionally while driving, shifts will feel clunky and not smooth. Problem is very infrequent.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	40,000-49,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Overview	
Please explain further about your choice to recommend your vehicle:	Great handling, solid chassis, V6 power is quite adequate, attractive design, Altitude package is bold and aggressive yet provides a good value.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). I was a long time subscriber to Car and Driver many years ago.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Printed User Guide?	Yes.

Detail on High Rated Items	
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	Very sure footed, responsive, and fun to drive. Test drove a Toyota 4Runner and hated it - very unresponsive in comparison- like driving an aircraft carrier.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Really like the black 20" wheels with the Altitude package.
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	Chassis is built like a tank.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Very quiet interior
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	Altitude package was a great value - good solid SUV with sunroof, heated seats, 20" wheels, power lift gate - and out the door for \$35k. Can't beat that!
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	For a base audio system it sounds very good. Love the uconnect 8.4 interface.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	Love the crystal black metallic color with the black wheels.

About You	
Secondary vehicle in your household:	Secondary Household Vehicle: Purchased Used. Porsche. 928 S4.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Please indicate your occupation.	Executive / Managerial.
Which of the following best describes the area you live in?	Suburban.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your occupation status.	Employed.

About You	
How may children 17 or under live in your household?	0.
Primary vehicle in your household:	Elantra. Hyundai. Primary Household Vehicle: Purchased New.
Please indicate your highest education level	Graduate degree.
Please indicate your ethnicity	
What is your current marital status?	.
What is your primary language?	English.
Please indicate your gender	.
Please indicate the primary driver's age.	40 - 49.
What is your total household income (before taxes)?	\$150,000 - \$199,999.
What year were you born?	

Air filter	
Approximately how many miles were on the vehicle at that time?	30,000-39,999.
How much did the replacement cost?	Under \$100.
When was the replacement made on your vehicle?	12-18 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to a different dealer than he one I purchased my vehicle from.

Gear selector is difficult to operate (auto. trans.)	
Going into which position is the gear selector difficult to operate? (check all that apply):	Drive (D). Park (P). Neutral (N). Reverse (R).
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Normal conditions. Shifter is very vague, easy to select position other than what you intended. Do NOT like having to engage brake to shift from neutral - like rolling out of a car wash. This electronic shifter is easily my least favorite feature of the vehicle - I can't stand it and much prefer the 5spd automatic in my previous 2011 Grand Cherokee.
Additional Comments:	Normal conditions. Shifter is very vague, easy to select position other than what you intended. Do NOT like having to engage brake to shift from neutral - like rolling out of a car wash. This electronic shifter is easily my least favorite feature of the vehicle - I can't stand it and much prefer the 5spd automatic in my previous 2011 Grand Cherokee.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Seat Squeak/Rattle	
Please indicate which seat has a squeak/rattle (check all that apply):	Front passenger seat. Not sure if it's he seat or the unibody, but there's a squeak in that area when occupied.
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs under these surface conditions (check all that apply):	Other (please describe). More noticeable when turning, so could be seat or unibody flex.
Approximate mileage when trouble was first noticed was:	20,000-29,999.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Seat Squeak/Rattle	Seat Squeak/Rat le.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Just the poorly designed electronic shifter as previously mentioned numerous times in his survey.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Transmission and Drivetrain.

Engine Components	
Engine Components	Engine oil / filter. Air filter.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler	No.

Contact Me

LLC to contact you about your Chrysler vehicle?

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJECG7FC	Model Year	2015	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY	
Built Date	04/11/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	K053510138
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K097563525
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	319988735	Report Version	1	Open Date	02/28/2016
Close Date	03/13/2016	Narrative Date	03/14/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Difficult driving conditions (adverse weather, off-road)	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Clarity of sound	4.
Integration with media players	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Engine sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Ride quality	5.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
What are your favorite parts of your new vehicle?	remote key fob, controls, programable seat posi ion
Support for popular music/video formats	4.
Rear view styling (rear fascia, bumper)	4.
Safety and visibility while driving	4.
Appearance of exterior paint	5.
Engine exhaust sound	4.
Vehicle storage and space usage	5.
Engine performance during acceleration	4.
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	5.
Exterior design and appearance (overall impression)	4.
Climate control operation (function and ease of use)	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
Head/leg/foot room	5.
Ease of using system displays while driving	4.
Steering and handling (responsiveness, stability)	4.

Gear selector is difficult to operate (auto. trans.)

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	All positions. yes the system is flawed for all positions and has resulted in damage to the jeep. It could have been worse. Terrible design!
	Drive 3 (3). see above
	Drive 2 (2). see above
	Drive (D). see above

Gear selector is difficult to operate (auto. trans.)	Neutral (N). hard to tell what gear. daughter used car and thought it was in one gear and was in another. damaged car!
	Reverse (R). same as above
	Manual sport mode, if equipped (M +/-). don't like it
	Park (P). the way the shifter works you can be in reverse and think you are in park
Additional Comments:	It's a dangerous design and I know you've had complaints. My 30 year daughter had an accident after I specifically warned her. It is a ridiculous design. Otherwise it's a wonderful vehicle but I'm thinking we should have purchased the Lincoln MKX
Why is the gear selector difficult to operate?	Operation of gear selector is confusing/doesn't make sense.
Please describe conditions when this trouble occurs:	anytime you shift

Overview	
Did you review the Printed User Guide?	Yes.
Please provide feedback on how Chrysler can improve the Printed User Guide	guide is not the problem the gear shift is
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, appointment currently scheduled.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Please explain further about your choice to recommend your vehicle:	but major warning about shifter
Information on the DVD is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
DVD format is easy to understand and use	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle:	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
What has Chrysler done right?	comfort and performance of the vehicle is good

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG6FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	09/27/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6261421481
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K268463170
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	319988937	Report Version	1	Open Date	03/13/2016
Close Date	03/13/2016	Narrative Date	03/14/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Going into which position is the gear selector difficult to operate? (check all that apply):	Park (P). Doesn't always end up in park when you shift and you must keep you eye on the shifter to make sure in the correct spot.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Why is the gear selector difficult to operate?	Gear selector requires too much effort/force to operate.
How often does this trouble occur?	Trouble occurs intermittently.

About You

How may children 17 or under live in your household?	
Ability to test drive	2.
When considering this vehicle	Interact with dealership by email. Research online. Visit the dealership. Interact with dealership by phone.
Please indicate your occupation status.	Employed.
Which, if any, influenced your purchase decision? (check all that apply):	Value for the money. Price/Purchase Terms/Financing.
Vehicle fuel economy	3.
Primary vehicle you were considering:	M-Class. Mercedes-Benz. 2015. Primary Considered Vehicle: New.
What is your total household income (before taxes)?	More than \$200,000.
Financing options	2.
Please indicate your ethnicity	
Please indicate your gender	
What price did you pay for your vehicle?	41,500
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2013. Grand Cherokee. Jeep.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Please indicate your occupation.	Executive / Managerial.
Is this your first new vehicle ever purchased / leased?	No.
Which of the following best describes the area you live in?	Suburban.
Vehicle quality	1.
Vehicle availability	3.
Price	5.
Please indicate your highest education level	Graduate degree.
What is your current marital status?	
Convenience of dealership location	2.
Trade-in allowance	2.
Dealership treatment	2.
Vehicle performance	1.
Please indicate the primary driver's age.	
What year were you born?	
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Vehicle styling	3.

Vehicle Satisfaction Ratings	
Ease of using system displays while driving	4.
Engine exhaust sound	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Difficult driving conditions (adverse weather, off-road)	4.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Clarity of sound	4.
Integration with media players	4.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Engine sound	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Wheels, rims, and tires appearance and styling	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of getting into and out of vehicle	4.
Ride quality	4.
Brake responsiveness/effort	4.
Exterior design and appearance (overall impression)	4.
Climate control operation (function and ease of use)	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.).

Contact Me

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight Transmission and Drivetrain.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG8FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	10/31/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6295420191
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K301461469
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	320266205	Report Version	2	Open Date	03/15/2016
Close Date	03/15/2016	Narrative Date	03/17/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

What is your attitude overall towards your new car?	2.
What are your favorite parts of your new vehicle?	The seats
Front view styling (front fascia, hood, grille, headlight area)	4.
Overall audio, entertainment, and navigation system impression	4.
Ease of using system displays while driving	3.
How do you feel about the durability of your new vehicle?	3.
Integration with phones	4.
Interior noise level while driving	4.
Ride quality	4.
Ease of getting into and out of vehicle	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Seat adjustment and comfort	4.
Clarity of sound	4.
Climate control operation (function and ease of use)	3.
Engine sound	3.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Engine performance during acceleration	4.
Wheels, rims, and tires appearance and styling	3.
Rear view styling (rear fascia, bumper)	4.
Steering wheel adjustment	3.
Vehicle storage and space usage	4.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Difficult driving conditions (adverse weather, off-road)	3.
Engine exhaust sound	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	1.
How was your purchasing experience (the dealer/dealership)?	3.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the VALUE of your new car? (i.e.	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Safety and visibility while driving	3.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Is there anything about your new vehicle you would like to see changed?	Gear shift
What is your attitude overall towards the BRAND of your new car?	3.
Brake responsiveness/effort	4.

About You

Vehicle availability	5.
What is your primary language?	English.
Is this your first new vehicle ever purchased / leased?	No.
Vehicle performance	3.
Primary vehicle you were considering:	Acadia.
	GMC.
	2015.
	Primary Considered Vehicle: New.

About You

Secondary vehicle in your household:

GMC.

Sierra 1500 SLT.

Secondary Household Vehicle: Purchased New.

When considering this vehicle

Visit the dealership.

Interact with dealership by phone.

Test drive the vehicle.

Research online.

Secondary vehicle you were considering:

2016.

Explorer.

Secondary Considered Vehicle: New.

Ford.

Please indicate your gender

██████

Primary vehicle in your household:

Primary Household Vehicle: Purchased New.

Dodge.

Pickup.

Trade-in allowance

3.

Dealership treatment

3.

Ability to test drive

4.

Please indicate your ethnicity

██████████

What is your current marital status?

██████

What price did you pay for your vehicle?

\$40,000

Please tell us about the vehicle you replaced (if applicable)

Ford.

2010.

Edge.

Which of the following best describes the area you live in?

Suburban.

What year were you born?

██████

What is your average miles per gallon (MPG) with your vehicle?

19-20 mpg.

Vehicle styling

3.

How many children 17 or under live in your household?

0.

Price

3.

Vehicle quality

3.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Availability was the main reason

Financing options

1.

Did you purchase or lease your vehicle?

Purchase.

Please indicate your highest education level

High school degree / GED.

Please indicate the primary driver's age.

██████.

Please indicate your occupation status.

Employed.

Convenience of dealership location

4.

Other

To the best of your recollection, the trouble was first noticed:

At delivery.

How often does this trouble occur?

Trouble occurs regularly.

Please describe conditions when this trouble occurs:

Annoying to put into park, drive, reverse, it just slides

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

Please describe the other trouble you experienced:

My issue is the design of the gear shift. It's AWFUL!!! That sliding gear shift is ridiculous. P R D N who knows...it goes where it wants. Hate it!

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

No.

Please tell us how many miles are currently on your vehicle:

More than 10,000.

Are you the primary driver of this vehicle?

Yes.

Overview

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Overall, how satisfied are you with the quality of your new vehicle?

Neither satisfied nor dissatisfied.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

No.

Would you recommend this vehicle to family or friends?

No.

Did you review the Owner's Information DVD?

No.

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

Other (please explain further, if applicable). It's a design issue

Overview

If our team has any additional questions about your responses, would you accept further contact?

Yes, by e-mail only.

Which automotive publications do you subscribe to? (check all that apply)

None or other (if other, please describe).

What Can We Do Better?

Feedback/Concerns:

Fix the gear shift. Reduce the size of the fat steering wheel. Get rid of keyless ignition

What has Chrysler done right?

It's a sharp looking vehicle. Seats are very nice. As are the controls

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Other.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG5EC	Model Year	2014	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	05/06/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6119420154
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K120463592
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	320402919	Report Version	1	Open Date	03/16/2016
Close Date	03/16/2016	Narrative Date	03/17/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Touchscreen	
How much did the replacement cost?	\$1,000-\$2,000.
When was the replacement made on your vehicle?	9-12 months into ownership.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.
Approximately how many miles were on the vehicle at that time?	Less than 10,000.

Vehicle Satisfaction Ratings	
Interior comfort, design and appearance of interior (overall impression)	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Clarity of sound	3.
Ease of using system displays while driving	4.
Steering and handling (responsiveness, stability)	4.
Is there anything about your new vehicle you would like to see changed?	See prior comments
Engine performance during acceleration	4.
Engine exhaust sound	4.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Safety and visibility while driving	4.
Overall audio, entertainment, and navigation system impression	3.
Integration with media players	4.
Steering wheel adjustment	4.
Transmission gear change performance (smoothness)	1.
Seat adjustment and comfort	4.
Difficult driving conditions (adverse weather, off-road)	4.
Fuel economy and driving range	4.
Climate control operation (function and ease of use)	3.
Engine sound	4.
What is your attitude overall towards your new car?	2.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
How do you feel about the durability of your new vehicle?	3.
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
Integration with phones	4.
Brake responsiveness/effort	4.

USB port	
Approximately how many miles were on the vehicle at that time?	Less than 10,000.
When was the replacement made on your vehicle?	9-12 months into ownership.
How much did the replacement cost?	Under \$100.
Where did you take your vehicle to have the component replaced?	Took to the dealer I purchased my vehicle from.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers rattle.
Overview	
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Would you recommend this vehicle to family or friends?	No.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). Yes after multiple visits
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Owner's Information DVD?	No.
Please explain further about your choice to recommend your vehicle:	I have had many problems with my Grand Cherokee. It is extremely disappointing the quality issues in a \$50K vehicle. I would not buy another Jeep.
How many visits did you make to the dealer?	5 or more visits.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Speakers rattle	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which media sources were being played (check all that apply):	FM. USB Drive. Satellite Radio. Telephone call. Bluetooth Streaming.
Speaker trouble occurs:	At all volume levels.
Please indicate which speaker has trouble (check all that apply):	Front passenger's side speakers. Front driver's side speakers.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please describe conditions when this trouble occurs:	The bass must be turned down to prevent rattling.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
USB connection is broken/not working	
How often does this trouble occur?	Trouble occurs regularly.
Please describe the trouble you experienced (check all that apply):	Other (please describe). USB stopped working and had to be replaced.
Please describe conditions when this trouble occurs:	See above
Where is the location of the media port?	Center console. USB stopped working and had to be replaced.
Detail on Low Rated Items	
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	Gear shifter is terrible. Many problems with gear shifting.
Heater takes too long to get hot	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please indicate typical weather conditions when heater trouble occurs (check all that apply):	All weather conditions.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please describe conditions when this trouble occurs:	See comment for cold
Liftgate	
Liftgate	Liftgate latch is broken/not working properly.
Liftgate latch is broken/not working properly	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	Less than 10,000.

Liftgate latch is broken/not working properly	
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.
Please describe conditions when this trouble occurs:	If the lift gate is closing as the vehicle is starting, the lift gate will close and latch, however, the driver display shows the lift gate is not latched. It has to be reopened and closed again to clear the drive let display.

Air conditioner takes too long to get cold	
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):	All weather conditions.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Changing the temp to hot or cold. Gradually changing temp doesn't drive immediate change. Then temp suddenly gets very hot or cold. No gradual change.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

About You	
Did you purchase or lease your vehicle?	Lease.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.

Slips/will not engage gear properly/shifts erratically	
Going into which gear/gears does the trouble occur? (check all that apply):	Other (please describe). Vehicle shifted into Reverse from Park while I was outside of the vehicle. Caused damage to my neighbors house and my vehicle! Took to dealership and required software update. Current HTSB investigation underway for transmission shifting into gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Other (please describe). Vehicle was parked and at a complete stop. Engine was running.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	Less than 10,000.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Other (please describe). All
Are you using your vehicle for towing when the problem occurs?	No.
To the best of your recollection, the trouble was first noticed:	9-12 months into ownership.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle:	10,000-19,999.

Operation and Performance	
Operation and Performance	Heater takes too long to get hot. Air condi ioner takes too long to get cold.

Touchscreen Controls/Menu: Front Screen Display is broken/not working	
Please indicate your concern with front screen display (check all that apply):	Other (please describe). The screen has frozen on multiple occasions and I have receive do the message "There is an problem with the head unit. Please contact dealership." My entire touchscreen radio had to be replaced twice.
Please describe conditions when this trouble occurs:	See above
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Entertainment/Navigation System/Connectivity. Interior Climate Control. Transmission and Drivetrain. Vehicle Exterior.

Unpleasant interior smell/odor	
Please indicate the unpleasant interior smell/odor (check all that apply):	Air from the vents smell. Car gets musty odor smell from AC use

Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically.

USB connection issues	
USB connection issues	USB connection is broken/not working.

Media	
Media	USB connection issues.

Entertainment/Navigation System/Connectivity Components	
Entertainment/Navigation System/Connectivity Components	USB port. Touchscreen.
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display is broken/not working.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Seat Material	
Seat Material	Seat material is sagging/loose/parting seams.
What Can We Do Better?	
Feedback/Concerns:	Build better quality vehicles for the money.
Odor/smell	
Odor/smell	Unpleasant interior smell/odor.
Seat material is sagging/loose/parting seams	
Please indicate which seat is sagging/loose/parting seams (check all that apply)	Driver's seat. My driver seat leather on the left side is marked up and creased from use. Too much creasing at 15k miles!

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFAG7FC	Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	06/21/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6139521839
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K163563615
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	320649354	Report Version	1	Open Date	03/20/2016
Close Date	03/20/2016	Narrative Date	03/21/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
Ease of using system displays while driving	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	2.
Transmission gear change performance (smoothness)	5.
Difficult driving conditions (adverse weather, off-road)	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	5.
Engine sound	5.
Fuel economy and driving range	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Integration with phones	5.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	Electronic Shifter is dangerous. I don't realize what gear I am in... wish I had the durango dial. Too Smooth and doesn't click into park, sometimes stays in reverse.... easy to bump into other gears
Appearance of exterior paint	4.
Clarity of sound	5.
Integration with media players	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
What is your attitude overall towards the BRAND of your new car?	5.

About You

Secondary vehicle you were considering:	GMC. Secondary Considered Vehicle: New. 2015. Yukon Denali.
How may children 17 or under live in your household?	1-2.
Dealership treatment	4.

About You

Which, if any, influenced your purchase decision? (check all that apply):

Consumer Reports ratings.
Value for the money.
Vehicle test drive.
Manufacturers website.
Features/Capabilities.
Dealer/Salesperson interaction.
Dealership information.
Internet research.
J D Power reports.
On-Line blogs or forums.
Automotive magazines.
Price/Purchase Terms/Financing.
Recommendations from friends or family.
Replaced Vehicle: Purchased New:

Please tell us about the vehicle you replaced (if applicable)

A4.
2009.
Audi.
38,000
4.
40 - 49.
GMC.
2012.
Yukon XL Denali.
Primary Household Vehicle: Purchased New.
Sales Work.

What price did you pay for your vehicle?

Vehicle performance

Please indicate the primary driver's age.

Primary vehicle in your household:

3.
4 year college degree.
Interact with dealership by email.
Research online.
Test drive the vehicle.
Interact with dealership by phone.
Visit the dealership.

Please indicate your occupation.

Price

Please indicate your highest education level

When considering this vehicle

\$150,000 - \$199,999.
25-26 mpg.

What is your total household income (before taxes)?

What is your average miles per gallon (MPG) with your vehicle?

Please indicate your gender

Primary vehicle you were considering:

Male.
Primary Considered Vehicle: New.
2015.
Toyota.
4runner.

What year were you born?

Vehicle availability

Trade-in allowance

Please indicate your occupation status.

Which of the following best describes the area you live in?

What is your primary language?

Is this your first new vehicle ever purchased / leased?

Ability to test drive

Financing options

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Vehicle quality

Vehicle styling

Please indicate your ethnicity

What is your current marital status?

Convenience of dealership location

Did you purchase or lease your vehicle?

Vehicle fuel economy

1972
1.
3.
Employed.
Rural.
English.
No.
1.
2.
my salesperson and a great service department
4.
4.
[REDACTED]
[REDACTED]
2.
Lease.
4.

Welcome

Please tell us how many miles are currently on your vehicle:

More than 10,000.

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

Yes.

Are you the primary driver of this vehicle?

Yes.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Printed User Guide covers the necessary features	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Were the trouble(s) repaired or explained?	Fully.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
How many visits did you make to the dealer?	1 visit.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
The Smartphone Application format is easy to understand and use	4 (agree).
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.

Detail on High Rated Items	
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Nice room in front and back... My Audi didn't have the interior room hat this auto provides
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Great Interface. Easy to use buttons on steering wheel, dials or touch controls
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Great V6 package
You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.	Love the option to choose between all wheel and two wheel to save myself some \$ on long distance drives
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	My Dealer and the salesman con inue to go he extra mile.... I love the value added to my already posi ive impression of the auto.
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	Fine sounding system
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Work on the shifter and adding an option to take us out of all wheel drive..... I will buy more of the same vehicle.
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	works well with Blue Tooth
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Digital settings are awesome.... I can choose my "look"
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Great Dealer! Kunes Jeep in Elkhorn and my salesman Ryan is the reason I purchased a Jeep.... I will purchase and have recommended them already... my group is purchasing new and used from these group.
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	Black rims a little young for me, but my package (altitude was very affordable compared to Overland or Summit Series
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	Having the Eco button helps
You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.	Very happy with the fit and finish.... as an owner of Audi, Saab, GM, GMC.... this is my first Chrysler and I like it!
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	Rear lift gate window should open. The fascia on the window it too tall, I had to purchase a new roof rack to fit this vehicles... the wing sticks up over 9 inches and wouldn't allow my old roof ski box to lock onto the molar luggage rack system.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Detail on Low Rated Items	
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Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

I wish all the headlights had the LED Lights.... very cool look, but not worth the 5K upgrade on my Altitude package. My Mopar step up bars look really don't help me "step into" the truck... they could have a lower mounting..... overall satisfaction with vehicle is very good.

Uconnect Access

Uconnect Access

Uconnect Access Application.

What Can We Do Better?

What has Chrysler done right?

Great engine and solid vehicle at a very fair price across all the model offerings....

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFCG2FC	Model Year	2015	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	05/14/2015	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6108510547
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K132563406
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					

Report Number		System Key	320846727	Report Version	1	Open Date	03/21/2016
Close Date	03/21/2016	Narrative Date	03/22/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Detail on High Rated Items

You rated integration with phones High. Use this space to provide any specific comments you would like to share. Easiest download and pairing ever

You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share. Fields is simply the best place to shop for a vehicle

Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	2.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Location and usefulness of interior lighting	4.
Brake responsiveness/effort	4.
How do you feel about the VALUE of your new car? (i.e.	5.
Support for popular music/video formats	3.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	5.
Ride quality	5.
What is your attitude overall towards the BRAND of your new car?	5.
Navigation system route accuracy	3.
Integration with phones	5.
Wheels, rims, and tires appearance and styling	5.
How was your purchasing experience (the dealer/dealership)?	5.
Is there anything about your new vehicle you would like to see changed?	The shifter is not good shifting from d to reverse is not a good design
Ease of using system displays while driving	3.
Overall audio, entertainment, and navigation system impression	4.
Difficult driving conditions (adverse weather, off-road)	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Engine sound	5.
What are your favorite parts of your new vehicle?	ride
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Climate control operation (function and ease of use)	5.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Safety and visibility while driving	4.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Fuel economy and driving range	3.
Engine exhaust sound	5.
Clarity of sound	4.
Integration with media players	4.
What is your attitude overall towards your new car?	4.

About You

Secondary vehicle in your household: 2015.

About You

When considering this vehicle

Which, if any, influenced your purchase decision? (check all that apply):

What year were you born?

What is your primary language?

Price

Please indicate your occupation.

Vehicle quality

Vehicle styling

Please indicate your ethnicity

Vehicle availability

Primary vehicle in your household:

What is your average miles per gallon (MPG) with your vehicle?

Ability to test drive

Please indicate your gender

What is your current marital status?

Please tell us about the vehicle you replaced (if applicable)

Is this your first new vehicle ever purchased / leased?

Which of the following best describes the area you live in?

Secondary vehicle you were considering:

Vehicle fuel economy

Vehicle performance

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Financing options

Please indicate your highest education level

What is your total household income (before taxes)?

Primary vehicle you were considering:

Dealership treatment

Did you purchase or lease your vehicle?

How many children 17 or under live in your household?

Grand Cherokee.

Secondary Household Vehicle: Purchased New.

Jeep.

Interact with dealership by phone.

Visit the dealership.

Research online.

Test drive the vehicle.

Interact with dealership by email.

J D Power reports.

Dealer/Salesperson interaction.

Advertisements.

Features/Capabilities.

Recommendations from friends or family.

Kelley Blue Book.

NHTSA or IIHS safety ratings.

Edmunds.

Automotive magazines.

Price/Purchase Terms/Financing.

Manufacturers website.

Consumer Reports ratings.

Previous experience with the vehicle/brand.

Value for the money.

Vehicle test drive.

Dealership information.

Internet research.

1953

English.

5.

Executive / Managerial.

5.

5.

██████████.

5.

Grand Cherokee.

Jeep.

Primary Household Vehicle: Purchased New.

2007.

10-12 mpg.

5.

██████

██████████

300.

Chrysler.

2006.

No.

Urban.

Highlander.

Secondary Considered Vehicle: New.

Toyota.

2007.

4.

5.

Cost/value

5.

4 year college degree.

More than \$200,000.

2015.

X5.

Primary Considered Vehicle: New.

BMW.

5.

Purchase.

0.

About You

Please indicate your occupation status.

Retired.

Convenience of dealership location

4.

Trade-in allowance

5.

Please indicate the primary driver's age.

██████

Overview

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone only.

Did you review the Owner's Information DVD?

Yes.

Did you review the Printed User Guide?

Yes.

Please rate your overall level of satisfaction with the DVD

5 (very satisfied).

Would you recommend this vehicle to family or friends?

Yes.

Printed User Guide covers the necessary features

4 (agree).

Please rate your overall level of satisfaction with the Printed User Guide

4 (satisfied).

Which automotive publications do you subscribe to? (check all that apply)

Car and Driver.

Motor Trend.

Road and Track.

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

Printed User Guide format is easy to understand and use

4 (agree).

Information in the Printed User Guide is easy to find and access

4 (agree).

DVD format is easy to understand and use

5 (strongly agree).

Information on the DVD is easy to find and access

5 (strongly agree).

What have you used to view your DVD? (check all that apply)

Computer/laptop.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

Yes.

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?

No, the issue is related to the design of the vehicle.

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

No.

Are you the primary driver of this vehicle?

Yes.

Please tell us how many miles are currently on your vehicle:

0-999.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight

Other.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.

The only thing we noticed is the left side of the dash looked like it was forced in during installation and has some creases. The other thing is the glare on the windshield is really bad on cloudy days. The reflection of the dash and side view mirrors on the windshield can be problematic.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

No.

Other

Please describe the other trouble you experienced:

I would reduce the width of the car by 1.5". It would be easier to get into garages parking spaces and down narrow city streets

What Can We Do Better?

Feedback/Concerns:

Just the size of the vehicle

What has Chrysler done right?

A beautiful elegant design, good power for a 6c and love the blind spot monitor and backup warning features.

Vehicle Lookup

Customer Complaint Report

VIN	1C4RJFBG9FC	Model Year	2015	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	11/13/2014	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6308420398
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				Serial#	K314461083
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	320949078	Report Version	1	Open Date	03/22/2016
Close Date	03/22/2016	Narrative Date	03/23/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Gear selector is difficult to operate (auto. trans.)

Please describe conditions when this trouble occurs:	Car is not in selected gear
Going into which position is the gear selector difficult to operate? (check all that apply):	Reverse (R). Drive (D). Park (P). Neutral (N).
Additional Comments:	If you barely tap the shifter while driving car slips into neutral. Car not in park when stopped.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Electronic shifter is terrible. Rough acceleration on a 40k price point vehicle is unacceptable. The feel of drag on my head when going down a steep hill and decelerating is unnerving .
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Vehicle Satisfaction Ratings

Brake responsiveness/effort	2.
Seat adjustment and comfort	3.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Safety and visibility while driving	4.
Appearance of exterior paint	5.
Navigation system route accuracy	2.
Fuel economy and driving range	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Ease of using system displays while driving	3.
Rear view styling (rear fascia, bumper)	5.
Integration with media players	2.
Ride quality	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	5.
Support for popular music/video formats	2.
Engine performance during acceleration	2.
What are your favorite parts of your new vehicle?	Styling
Difficult driving conditions (adverse weather, off-road)	4.
Transmission gear change performance (smoothness)	2.
Location and usefulness of interior lighting	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Steering and handling (responsiveness, stability)	3.
How do you feel about the durability of your new vehicle?	3.
Clarity of sound	4.
What is your attitude overall towards your new car?	2.
Integration with phones	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Climate control operation (function and ease of use)	4.

Vehicle Satisfaction Ratings	
What is your attitude overall towards the BRAND of your new car?	4.
Engine sound	2.
Engine exhaust sound	3.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Is there anything about your new vehicle you would like to see changed?	Engine / shifting
Welcome	
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle:	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
About You	
Secondary vehicle you were considering:	Secondary Considered Vehicle: Used. 5 Series. BMW.
When considering this vehicle	Visit the dealership. Research online. Interact with dealership by phone. Test drive the vehicle.
Please indicate the primary driver's age.	40 - 49.
Secondary vehicle in your household:	Nissan. Altima. Secondary Household Vehicle: Purchased Used.
Please indicate your occupation.	Executive / Managerial.
Vehicle availability	2.
Financing options	3.
Dealership treatment	4.
Please indicate your highest education level	4 year college degree.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. BMW. X5.
Please indicate your ethnicity	
Please indicate your gender	F
Primary vehicle you were considering:	Primary Considered Vehicle: Used. BMW. 5 Series.
What price did you pay for your vehicle?	40,0000 approx
Trade-in allowance	3.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Primary vehicle in your household:	Jeep. Wrangler. Primary Household Vehicle: Purchased Used.
What is your current marital status?	Married.
Is this your first new vehicle ever purchased / leased?	No.
Vehicle quality	4.
Price	5.
Which of the following best describes the area you live in?	Suburban.
What year were you born?	
Vehicle styling	4.
Convenience of dealership location	2.
Vehicle performance	4.
Vehicle fuel economy	4.
Please indicate your occupation status.	Employed.
How many children 17 or under live in your household?	
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Shift between gears is rough/harsh under normal driving conditions	
Additional Comments:	Hate the feel of drag on the downshifting going down a hill
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Happens regularly in cold conditions

Shift between gears is rough/harsh under normal driving conditions	
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. Clunks into next gear 3rd Gear. Occasionally clunks into this gear 1st Gear. Clunks into next gear
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration.

Automatic Transmission	
Automatic Transmission	Gear selector is difficult to operate (auto. trans.). Shift between gears is rough/harsh under normal driving conditions. Hesitation or delay when shifting between gears.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Printed User Guide covers the necessary features	4 (agree).
Did you review the Printed User Guide?	Yes.
Would you recommend this vehicle to family or friends?	No.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

Foot pedals poorly located; too close/far from other pedal(s)	
Is the brake pedal location:	Too close to the accelerator pedal.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Brake System. Transmission and Drivetrain.

Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Coasting (no gas pedal applied).
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. 3rd Gear. 2nd Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Brake Operation	
Brake Operation	Brakes do not have enough stopping power; brake pedal requires too much effort. Foot pedals poorly located; too close/far from other pedal(s).

Brakes do not have enough stopping power; brake pedal requires too much effort	
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	8000 miles or above.
To the best of your recollection, the trouble was first noticed:	More than 3 months after delivery.
Please describe conditions when this trouble occurs:	The car rolled forward once while in a braking position

Vehicle Lookup