

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





January 5, 2016

[REDACTED]  
Stratham, NH [REDACTED]

RE: CAIR: [REDACTED]  
VIN: 1C4RJFBG6EC [REDACTED]  
Vehicle: 2014 Jeep Grand Cherokee

Dear Ms. [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 Jeep Grand Cherokee.

Ms. [REDACTED] naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

*Lisa Martinez*

Lisa Martinez  
Special Investigations  
586-274-8169

LMM/sk

Phone 800.992.1997

[REDACTED]

[REDACTED]

Stratham NH [REDACTED] 1/16  
T: [REDACTED]  
CAIR: [REDACTED]  
VIN: 1C4RJFBG6EC [REDACTED]  
Vehicle: 2014 Jeep Grand Cherokee

January 15, 2016

Lisa Martinez  
Special Investigations  
Chrysler Group LLC  
PO Box 21-8004  
Auburn Hills MI 48321

**RECEIVED**

JAN 21 2016

Dear Lisa,

**Special Investigations**

I received your response letter to our recent incident filing with Chrysler Corporation in an attempt to provide you with additional details surrounding the circumstances with respect to our accident. I left you numerous voice mails in hopes of speaking with you; however, you did not return my calls.

We received a copy of the EDR retrieval and have reviewed its findings. My husband and I are perplexed to see that the vehicle was shown to be in "reverse" as we descended backwards down an incline.

We have made many reenactments of our accident in order to gain a better understanding of exactly happened that caused our vehicle to roll backwards after having placed the car in park. Neither one of us has *ever* left any vehicle in any gear other than park before exiting the vehicle.

We feel it is necessary to provide you with the circumstances leading up to our accident in greater detail.

On Wednesday December 9 at approximately 4:30 pm we pulled up to our mail room to retrieve our mail. Our car was positioned as it always is, pulled forward with the back end on a downward slope (we leave by backing down the hill in reverse to gain entrance back onto the main road). My husband [REDACTED] the driver,

placed the gear shifter into the park position and left the engine running (the emergency brake was not engaged) while I waited inside the car; my seat-belt was fastened. He exited the vehicle, leaving his door open, and walked up the path about half way to the mailroom's door. It was at this point that I became aware that the car was very slowly beginning to move backwards.

I panicked, I immediately shouted his name repeatedly to get his attention. Almost immediately, I instinctively grabbed the gear shifter and pushed it forward to be certain that it was in park; it did not engage into any other gear. I remember seeing the illumination of the shifter and seeing that it was indeed in park. Hearing my shouting, Ron turned around and ran back to the car at which time began to pick up speed since it was rolling backwards on a hill. He got up to the door, grabbed on to the steering wheel. I was terrified ( I had never in my 55 years been involved in a car accident) as I could not see where the car was going, what it was going to hit, or where it would ultimately end up. Fearful that it may turn over, or be involved in a severe crash, I unbuckled my seatbelt and jumped out of the moving vehicle. Doing so, the impact of the passenger door caused my head to hit the ground with tremendous force. This caused several fractures in my nose and a I suffered a closed head trauma. The vehicle's damage amounted to slightly under \$3000.

Meanwhile, as the car picked up speed Ron was unable to gain entrance into the car and was dragged the entire distance while holding on as strongly as he could.

What we cannot come to terms with is how the car began to roll backwards. The EDR indicates that the car was in reverse. Our repeated tests confirm that it is an impossibility for anyone to exit the vehicle with the car's backend positioned on a downward slope (front of the car at the top of the hill) while in the car is in reverse since the car's rpm is so high that the vehicle's speed would prevent an exit. Our car insurance's field representative confirmed our assessment.

Next, there was a delay from the time when the car was parked and when it began to roll backwards. Since the hill holder does not engage in the reverse position, (only in drive) there is no explanation for the

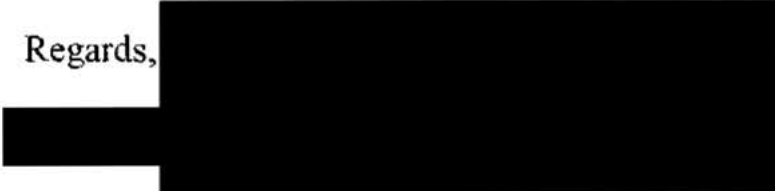
delay of the car beginning its descent backwards. Our experiments also confirmed that had the vehicle actually been in reverse I, on the passenger side of the car without pressing the brake pedal or engaging the lock button on the shifter, would have been able to engage the gear shifter to park (we have tested this and it can effectively be done). There was no gear change when I pushed the shifter towards park since it was already in park.

Our speculation is that there is a defect in the transmission whereby a change occurs in the electronics of the car without the driver's intervention which does not manifest itself to be evident on the gear shifter located in the cabin of the car.

The EDR can only show that the vehicle was in reverse, it cannot show what input was given and how the system did or did not respond. Therefore, there is room for speculation as to how the vehicle got into reverse.

The day after our accident we began searching 2014 Jeep Grand Cherokee Limited rollbacks. We were astonished to learn that our specific year and model is currently under investigation with the NHTSA for the possibility of a transmission defect. It is an unfortunate situation that we are now part of the list of individuals who are filing complaints about their 2014 Jeep Grand Cherokee Limited models for rolling back. My husband has been an avid Jeep owner for over 30 years, buying new every two to every three years (that is a lot of Jeeps!). This incident however, has irrevocably changed our minds forever.

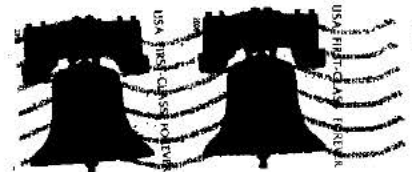
Regards,

  
Cc: Stephen McHenry  
Federal Investigator, U.S. DOT  
National Highway Traffic Safety Administration  
Office of Defects Investigation

[Redacted]  
Stratham NH

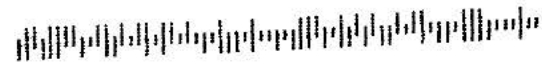
BOSTON MA 021

16 JAN 2016 PM 6 L



Lisa Martinez  
Special Investigations  
Chrysler Group LLC  
CIMS 484-04-04  
PO Box 21-8004  
Auburn Hills MI 48321

48321800404





February 1, 2016

[REDACTED]  
Stratham, NH 03885-2118

RE: CAIR: [REDACTED]  
VIN: 1C4RJFBG6EC [REDACTED]  
Vehicle: 2004 Jeep Grand Cherokee

Dear Ms. [REDACTED]

This will acknowledge your most recent correspondence of January 15, 2016, with further reference to our previous exchange.

We have reviewed your letter and the balance of the file and are unable to glean any additional information that would allow us to change our previous position.

Thank you for writing.

Sincerely,

*Lisa Martinez*  
Lisa Martinez  
Special Investigations  
(586) 274-8169

LMM/sk

Phone: 800.992.1997

Chrysler Group LLC | CIMS 484-04-04 | P.O. Box 217 | 35041 | Auburn Hills, MI USA | 48321



A close-up photograph of a car's gear shifter. The shifter is a dark, polished metal with a rounded, ergonomic shape. It is illuminated from below, causing the gear positions to glow with a bright blue light. The gear positions are labeled vertically: 'P' at the top, 'R' below it, 'N' below that, and 'D/S' at the bottom. The background is dark and out of focus, showing parts of the car's interior, including a silver-colored trim piece and a portion of a white cylindrical component, possibly a handbrake or a part of the center console.

P  
R  
N  
D/S







CONFIDENCE

	Field Present		
Model Information by OIP Action	Value		
Model Information by economic system action	Value		
Motor cylinder pressure	0.0		
Wheel RPM Front Left	0.0		
Wheel RPM Front Right	0.0		
Wheel RPM Rear Left	0.0		
Wheel RPM Rear Right	0.0		
Transfer Case Status	Idle		
Oil Temperature	100		
Current Step	Current step 'V'		
Drive Unit Converter Check Warning	None		
HPDP Status	Low to Medium 'V'		





0

MPH

Press Brake  
Pedal and  
Shift Lever  
to Start

0007 mi

RPM

1000 1500 2000 2500 3000

A close-up photograph of a car's gear shifter. The shifter is a dark, possibly black or dark grey, plastic or leather-like material with a rounded, ergonomic shape. On the top surface, there is a recessed area containing four white, illuminated letters: 'P', 'R', 'N', and 'D/S', arranged vertically. The letters are brightly lit, creating a strong contrast with the dark background. The shifter is mounted on a light-colored, metallic-looking surface, likely the center console. To the right, a portion of a silver-colored gear shift knob is visible. The overall lighting is soft, highlighting the textures and contours of the shifter and its surroundings.

P  
R  
N  
D/S

Brake intervention by ESP Act	Wheel Pressure	
Brake intervention by traction control system act	Value	
Master cylinder pressure	Value	
Wheel RPM Front Left	0.0	rpm
Wheel RPM Front Right	0.0	rpm
Wheel RPM Rear Left	0.0	rpm
Wheel RPM Rear Right	0.0	rpm
Transfer Case Status	0.0	rpm
Oil Temperature	Auto	
Current Gear	163	Y
Trans A/C Converter Clutch Slipping	Current gear "N"	
WIND Status	Value	
	Lever in Position "N"	





0

MPH

0-100 mi

3000  
2500  
2000  
1500  
1000

1000  
1500  
2000  
2500  
3000



Brake Intervention by ESP Active	False	
Brake Intervention by assistance system active	False	
Master cylinder pressure	False	
wheel RPM front Left	0.0	0.0
wheel RPM front Right	0.0	1000
wheel RPM Rear Left	0.0	1000
wheel RPM Rear Right	0.0	1000
Transfer Case Status	Auto	
Oil Temperature	185	
Current Gear	Current Gear 7	
Trans A/C Converter Clutch Slipping	False	
WALD Status	Lever in position 27	



F

0

MPH

Sport Mode  
ON



9487 mi

R

M

0 20 40 60 80 100





12VDC Battery Voltage Level	12.8	12.8	12.8
Battery Acid Ratio	1.00	1.00	1.00
Battery Information Battery Voltage	12.8	12.8	12.8
Battery Information Temperature	25.0	25.0	25.0
Atmospheric Pressure	1013	1013	1013
Wheel RPM Count Left	00	00	00
Wheel RPM Count Right	00	00	00
Wheel RPM Revs Left	00	00	00
Wheel RPM Revs Right	00	00	00
Transfer Case Status	OK	OK	OK
Oil Temperature	90	90	90
Control Panel	Control Panel	Control Panel	Control Panel
Truck A/C Converter Status Display	OK	OK	OK
Wind Speed	0.0	0.0	0.0







A close-up photograph of a car tire mounted on a silver alloy wheel. The tire is dark grey with a visible tread pattern. On the sidewall of the tire, the letters 'RF' are printed in a light pink or red color. To the right of 'RF', there are some faint, embossed markings that appear to be a manufacturer's logo or additional specifications. The wheel has a multi-spoke design with a metallic finish. The background is dark and out of focus.

RF





















A photograph of a vehicle's left front brake assembly. The brake disc is a dark, circular metal plate. The brake caliper is a light-colored, cast metal component mounted on the right side of the disc. The hub is a grey metal flange with five white lug nuts. The brake pads are visible as reddish-brown blocks on the inner side of the disc. The entire assembly is mounted on a dark metal frame. A white label with the text "Left Front" is placed on the hub area.

Left Front



Left Front



32.74

Left Front

A photograph of a vehicle's right front brake assembly. The brake disc is a dark grey, circular metal plate. A grey cast-iron brake caliper is mounted on the left side of the disc. The central hub area is visible, showing five lug studs with white plastic caps. A white rectangular label with the text "Right Front" is stuck to the disc. The background is dark, suggesting a workshop or garage setting.

Right Front

**Right Front**



A digital depth gauge is positioned vertically against a metal component. The gauge's beam is marked in millimeters and centimeters. The digital display shows a reading of 10.00. A white label with the text "Right Front" is attached to the gauge. The background is dark and indistinct.

**Right Front**

**Right Front**

3.194

RECON  
DIGITAL CALIPER

A photograph of a vehicle's left rear wheel hub assembly. The central hub is visible, surrounded by six brake pads (three on each side) and four white lug nuts. A grey brake caliper is attached to the left side of the hub. A white label with the text "Left Rear" is placed on the hub. The background shows a concrete floor and parts of the vehicle's suspension system.

Left Rear

A close-up photograph of a vehicle's left rear suspension assembly. A white paper label with the text "Left Rear" is attached to the metal frame. A green plastic cap is being held by a hand in the foreground. In the background, there are black cables and other mechanical parts of the suspension system.

**Left Rear**





A digital depth gauge is positioned vertically against a metal component. The gauge's beam is marked in millimeters and centimeters. The digital display shows a reading of 10.00. A white label with the text "Right Front" is attached to the gauge. The background is dark and indistinct.

**Right Front**

**Right Front**

3.194

RECON  
DIGITAL CALIPER

A photograph of a vehicle's left rear wheel hub assembly. The central hub is painted grey and features six orange brake pads arranged in two pairs around the axle. Four white plastic dust caps are positioned between the pads. A grey brake caliper is mounted on the left side of the hub. A white label with the text "Left Rear" is placed on the hub. The background shows a concrete floor and parts of the vehicle's suspension and chassis.

Left Rear

A close-up photograph of a vehicle's left rear suspension assembly. A white paper label with the text "Left Rear" is attached to the metal frame. A green plastic cap is being held by a hand in the foreground, positioned over a bolt on the suspension. In the background, there are various mechanical parts, including a coil spring and a shock absorber, and some black cables.

**Left Rear**



0.00

0.00

0.00

0.00







CONFIDENCE

	Field Present		
Model Information by OEM Action	Value		
Model Number by OEM Action	Value		
Wheel RPM Front Left	0.0	0.0	
Wheel RPM Front Right	0.0	0.0	
Wheel RPM Rear Left	0.0	0.0	
Wheel RPM Rear Right	0.0	0.0	
Transfer Case Status	Value		
Oil Temperature	Value		
Current Step	Current step 'V'		
Drive Oil Converter Check Warning	Value		
ABSP Status	Level 0 Protocol 'V'		





0

MPH

Pass Brake  
Push and  
Hold  
to Stop

0007 mi

RPM

0 1 2 3 4 5 6 7

A close-up photograph of a car's gear shifter. The shifter is a dark, possibly black or dark grey, plastic or leather-like material with a rounded, ergonomic shape. On the top surface, there is a recessed area containing four illuminated letters: 'P', 'R', 'N', and 'D/S', arranged vertically. The letters are bright white or light blue, providing a clear contrast against the dark background. The shifter is mounted on a light-colored, likely metallic or plastic, base. The surrounding area shows parts of the car's interior, including what appears to be a handbrake or another control lever to the right and a metal trim piece to the left. The lighting is focused on the shifter, highlighting its contours and the glow of the letters.

P  
R  
N  
D/S

Brake intervention by ESP Act List	Wheel Pressure	
Brake intervention by mechanical system action	Value	
Master cylinder pressure	Value	
Wheel RPM Front Left	0.0	rpm
Wheel RPM Front Right	0.0	rpm
Wheel RPM Rear Left	0.0	rpm
Wheel RPM Rear Right	0.0	rpm
Transfer Case Status	0.0	rpm
Oil Temperature	Auto	
Current Gear	163	Y
Trans A/C Converter Clutch Slipping	Current gear "N"	
WIND Status	Value	
	Lever in Position "N"	





0

MPH

0-100 mi

5000 RPM

N  
1  
2  
3  
4  
5



P  
R  
N  
D/S

Brake Intervention by ESP Active	False	
Brake Intervention by assistance system active	False	
Master cylinder pressure	False	
wheel RPM front Left	0.0	0.0
wheel RPM front Right	0.0	1000
wheel RPM Rear Left	0.0	1000
wheel RPM Rear Right	0.0	1000
Transfer Case Status	Auto	
Oil Temperature	185	
Current Gear	Current Gear 7	
Trans A/C Converter Clutch Slipping	False	
gear status	Lever in position 7	



F

0

MPH

R

N

Sport Mode  
ON



9487 mi

P R N D





Component	Value	Unit	Min	Max
Control Servo Motor	1.00			
Slide Feed Motor	1.00			
Slide Advancement Motor	1.00			
Slide Retraction Motor	1.00			
Motor - Cylinder Pressure	1.00			
Wheel (HFD) Front Left	1.00			
Wheel (HFD) Front Right	1.00			
Wheel (HFD) Rear Left	1.00			
Wheel (HFD) Rear Right	1.00			
Transfer Case Motor	1.00			
Oil Temperature	100	°C		
Current Limit	1.00	A		
Trans A/C Converter Check Switch	1.00			
Power Switch	1.00			







A close-up photograph of a car tire mounted on a silver alloy wheel. The tire is dark grey with a visible tread pattern. On the sidewall of the tire, the letters 'RF' are printed in a light pink or red color. To the right of 'RF', there are some faint, embossed markings that appear to be a manufacturer's logo or additional specifications. The wheel has a multi-spoke design with a metallic finish. The background is dark and out of focus.

RF





















A photograph of a vehicle's left front brake assembly. The brake disc is a dark, circular metal plate with a central hub. The hub has five white lug nuts arranged in a star pattern. The brake caliper is a light-colored metal component on the right side of the disc. The entire assembly is mounted on a metal frame. A white label with the text "Left Front" is placed on the disc. The background is a dark, textured surface, possibly a garage wall.

Left Front



Left Front



32.74

Left Front

A photograph of a vehicle's right front brake assembly. The brake disc is a dark grey, circular metal plate. A grey cast-iron brake caliper is mounted on the left side of the disc. The central hub area is visible, showing five lug studs and a central hub nut. A white rectangular label with the text "Right Front" is stuck to the disc. The background is dark, suggesting a workshop or garage setting.

Right Front

**Right Front**



EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





549 S. BROADWAY  
HICKSVILLE, NY 11801-5012

Rental Agreement #:  
Bill Ref #:  
Invoice Date:  
Account #:

02/04/2016

**BILL TO**

EAST MEADOW, NY -

**RENTAL INFORMATION**

Date/Time Out  
01/29/2016 07:33 AM

Date/Time In  
02/04/2016 04:49 PM

Renter

Additional Driver

**RENTAL VEHICLES**

Color	License	Model	Unit	Miles/Kms Out In
BLACK		DART	7L0JCN	8,900 8,936
VIN:1C3CDFB9GD				

**CLAIM INFORMATION**

Claim# / PO# / RO#	Insured	
CUST PAY		
Date of Loss	Type of Loss	Type of Vehicle
		JEEP
Repair Shop		
MADDEN'S AUTO BODY-10		

**BILLING DETAIL**

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	7 DAY	38.99	272.93
DW	7 DAY	8.99	62.93
PAI	7 DAY	2.50	17.50

Subtotal 353.36

CAR RENTAL SALES TAX	PCT	11.00	30.02
SALES TAX	PCT	8.62	23.54

Total Charges (USD) 406.92

**PAYMENTS**

Payment Visa -406.92

Total Payments (USD) -406.92

Amount Due (USD) 0.00

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g. sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

Case #

**For Billing Inquiries / Payment Terms :**

Tel#:(973) 709-2499  
 NYCAAARADMIN@ehi.com  
 Payment Due within days of invoice date  
 Late payments are subject to a finance charge.



Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Remit To :  
 ENTERPRISE RENT-A-CAR  
 PO BOX 840154  
 KANSAS CITY, MO 64184-0154

Amount Due (USD) -0

Paid By:  
 EAST MEADOW, NY

Fed Tax Id: 43-1487854

Account #	Rental Agreement	Amount	GPBR
		-0	2410

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2016-03-24 16:20:34.927506**

**Files Not Recieved: 0**

**CUSTOMER CAIR PREP-SHEET****GENERAL INFORMATION**

Case Manager:	Jessica Anderson		
CAIR Number:	[REDACTED]	Customer:	[REDACTED]
Vehicle:	2014 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR		
Customer Email:	COIN Updated? Yes	Customer Text #:	
What is the reason the case is being opened?	vibration		
What does the customer want from FCA?	Repairs completed		
Who has the vehicle?	DLR	Is the customer in rental?	Yes
Does situation fall within the Warranty Goodwill Administration Process?			No
Has vehicle been diagnosed?	No	If yes, what dealer performed the diagnosis?	26999
Original Owner?	Yes	Owner History: # New:	# Used: 2

**VEHICLE INFORMATION**

Current mileage? Does it look accurate/make sense?	Yes	WCC	536	ISD	06/30/2013
MVP Contract? (Mechanical, Maintenance, Other)?	MOPAR CUSTOMER APPRECIATION PROGRAM - CO				
3 <sup>rd</sup> Party Service Contract?				Extended Warranty?	No
VIP	Yes	GPOP	No	Restriction?	No
Recall?	No	Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No
Previous DM Notes?	No				
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	Choose an item.
If yes for Tech Connect, note:					

**TOOLS AND ACTIONS**

Who will be the best person to contact first?	Dealer	If other than DLR, specify
What Answer Connect Articles will be used?		
What information am I missing and what questions do I need to ask?	Diagnosis, point of failure,	
What are my intentions/thoughts/direction?		

**CURSORY LEMON LAW REVIEW**

State:	NY	What is the alleged defect?	vibration
Is this a Final Repair Attempt (FRA) state?	No	# of allowed repair attempts <u>within</u> the specified period?	Choose an item.
Is this a vehicle registered to a business or used for business purposes?	No	According to GWA, # of similar/related repair attempts?	Choose an item.
Are business vehicles covered by the state lemon law?	No	# of allowed days out of svc <u>within</u> the specified period?	Choose an item.
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety?	No	Number of days down if known?	

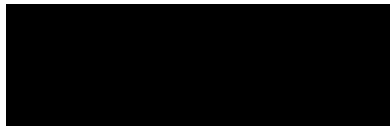
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2016-03-09 20:50:41.140232**

**Files Not Recieved: 0**

**CASE MANAGER WORKSHEET****GENERAL INFORMATION**

Case Manager:	Ralph Thompson III		
CAIR Number:		Customer:	
Vehicle:	<b>2012 DODGE CHARGER V6 RWD FOUR DOOR SEDAN</b>		
Customer Email:			
What is the reason the case is being opened?	Unresolved Concern/Seeking Goodwill		
What does the customer want from FCA?	Repair Resolution		
Who has the vehicle?	Owner	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	No		
Has vehicle been diagnosed?	No	If yes, what dealer?	
Original Owner?	Yes	Owner History: # New: 1	# Used: 0

**VEHICLE INFORMATION**

What is the mileage and does it look accurate/make sense? 25069	No	WCC	536	ISD	<b>08/21/2012</b>
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3 <sup>rd</sup> Party Service Contract?	Don't know		Extended Warranty?	Yes	
VIP	Yes	GPOP	No	Restriction?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No
Legal or Arb case?	No	Previous CAIRS?	No	Tech Connect detail?	Choose an item.

If yes for Tech Connect, note:

**TOOLS AND ACTIONS**

Who will be the best person to contact first?	Dealer	If other, specify
What Answer Connect Docs will be used?		
What information am I missing and what questions do I need to ask?	Mileage? Diagnosis? Pricing? Rental provided? Parts ordered? ETA?	
What are my intentions/thoughts/direction?		

**LEMON LAW REVIEW**

Does this vehicle meet state LL requirements?	<b>No</b>	Is there a confirmed defect?	<b>No</b>
State:		If yes, what is the defect(s)?	
FRA state?		Is the defect covered under the manufacturer's warranty?	Choose an item.
Business vehicle? Choose an item.		Number of repair attempts?	Choose an item.
# of allowed repair attempts <u>within</u> the specified period? Choose an item.		Total number of days out of service	Choose an item.
# of allowed days out of svc <u>within</u> the specified period? Choose an item.		Does the defect substantially impair the vehicle's use, value, or safety?	Choose an item.



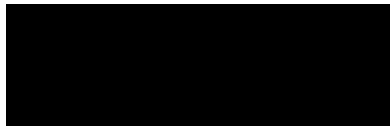
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]  
To: customerassistre@chrysler.com  
Date: Fri Feb 19 15:31:26 EST 2016  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: Recall Information

Brief Description:  
-----

Transmission issue with Jeep shifting into gear on its own

Comments:  
-----

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.

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Mon Feb 22 03:32:28 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9615293V29948L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9615293V29948L0KM&)

Original Message Follows:

-----

Recall Information - Jeep Brand Site

Brief Description:

Transmission issue with Jeep shifting into gear on its own

Comments:

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. raw 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.

VIN:

EC [REDACTED]

Mileage:

32000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Fort Mill

State:

SC

Zip:

[REDACTED]

Email:

[REDACTED]

[REDACTED]

[REDACTED]