

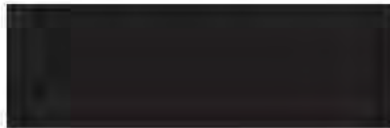
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





FIAT CHRYSLER AUTOMOBILES

March 11, 2016

[REDACTED]
New Rochelle, NY [REDACTED]

Re:

File #: [REDACTED]

VIN: 1C4RJFAG6E0 [REDACTED]

Dear Mr. [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 JEEP GRAND CHEROKEE.

Mr. [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,

Mr. Kon

Mr. Kon
Special Investigations
586-274-8162

TK/sk

Document Recieved from Customer

Cair Number: 2 [REDACTED]

Date Received: 2015-10-22 17:25:47.038975

Files Not Recieved: 0

see attached

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 [REDACTED]

I 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.

2014 JEEP GRAND CHEROKEE			
Recalls	Investigations	Complaints	Service Bulletins
9 	5 	587 	16 
<i>Have a safety-related Complaint? Let us know by going to our File a Complaint Page </i>			
 <small>SHARE THIS PAGE</small> Email A Friend ▼	 <small>RECEIVE</small> Email Alerts ▼ RSS ▼	 <small>LEARN ABOUT</small> NHTSA's Recall Process ▼	



949 KG 6500 LB
45/70R17 TIRES
KPA (33 PSI) COLD
5/70R17 TIRES
KPA (33 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY
STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1C4RJFAG6E [REDACTED] TYPE: MPV
VEHICLE MADE IN U.S.A. PAINT: PXR TRIM: F7X9
MDH: 081622 030AA





81771

Jeep

[Redacted License Plate]





Jeep

LAREDO



Jeep

CHEROKEE





GRAND CHEROKEE











BRAKE +

START
STOP

Press Brake
and
Push Button
to Start

12670 mi

























TC120











